

Gloucestershire Community Equipment Service
Equipment Competencies Baseline Knowledge Sheet

Premiere Owned Equipment Processes – Assessors
<p>Background</p> <p>Historically equipment purchased by CHC, Learning Disability services and Children’s services has been purchased via a number of companies, though predominantly Premiere Healthcare.</p>
<p>Ordering</p> <p>No new community equipment (except Specialist Seating) is to be purchased outside of GIS.</p> <p>If equipment required shows on GIS catalogue order via that. If equipment required does not show on GIS Catalogue order via non-stock requisitions process.</p>
<p>Servicing</p> <p>Where a client has a piece of equipment that was purchased via Premiere (i.e. not via GIS) Premiere will continue to complete regular servicing (for the duration of their contract).</p> <p>Premiere will continue to complete regular servicing on equipment for those transitioning to adult services, even where equipment was purchased while the client was a child. There is no need for equipment to be replaced just because the child is transitioning to adult services.</p> <p>Clients and their families/carers can arrange servicing by contacting Premiere Healthcare direct.</p> <p>If there are any queries regarding who is responsible for servicing the equipment please contact the Integrated Community Equipment Service on 0300 421 8211 or ices@glos-care.nhs.uk</p>
<p>Breakdowns</p> <p>Premiere provide breakdown cover for all community equipment issued via Premiere that is already with clients.</p> <p>Clients and their families/carers can request a breakdown call out by contacting Premiere Healthcare direct.</p> <p>Premiere will provide any spare parts needed to complete repairs.</p> <p>If the equipment cannot be repaired:</p> <ol style="list-style-type: none"> 1. In Hours – referral will be made by Premiere to an appropriate assessor (e.g. via Adult Helpdesk, Children’s Helpdesk etc) 2. Out of hours – Premiere will make the situation as safe as possible. This may include provision of equipment accessed via GIS/Premiere stores. Referral for review to be made to an appropriate assessor as soon as possible
<p>Adding additional modular parts to equipment already with a client</p> <p>Equipment has a GIS barcode</p> <ol style="list-style-type: none"> 1. Order by following the ADHOC parts process <p>Equipment does not have a barcode</p> <ol style="list-style-type: none"> 1. Get a quote from Premiere for the parts required 2. Order as a special (follow non-stock requisition process)
<p>Returns</p> <p>If equipment shows on clients GIS record order collection online.</p> <p>If equipment does not show on clients GIS record contact Premiere and request collection</p> <p>If the client has a piece of Premiere equipment that needs replacing with GIS equipment</p> <ol style="list-style-type: none"> 1. Order equipment required from GIS 2. Write on the order notes that there is Premiere equipment also requiring collection

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3. Phone Premiere on 0345 521 1819 and tell Premiere which piece of equipment needs collecting. Explain that Karen from GIS will be in touch with Premiere to arrange a date/time that suits all parties

Reissue

If equipment is appropriate for GIS to adopt it will appear on the GIS catalogue in the future (either as standard stock or via Premiere)

Writing Off

Premiere will contact the appropriate ICES clinician to agree writing off and disposal of any equipment thought to be beyond economical repair.