



Millbrook
HEALTHCARE



**What you can expect from our
wheelchair service**

Delivering independence



We're proud to have been providing wheelchair services for over 20 years. When we started in 1995, our aim was to make independent living accessible to wheelchair users – and today we remain committed to this.

We deliver our clinical and repair services across the country and through working closely with service users, we're able to understand your needs, requirements and expectations.

By delivering an exceptional customer experience, we hope to ensure we maintain your independence, so you can continue to live the way you want and deserve.

Our mission is to ensure our
service users remain at the heart
of everything we do



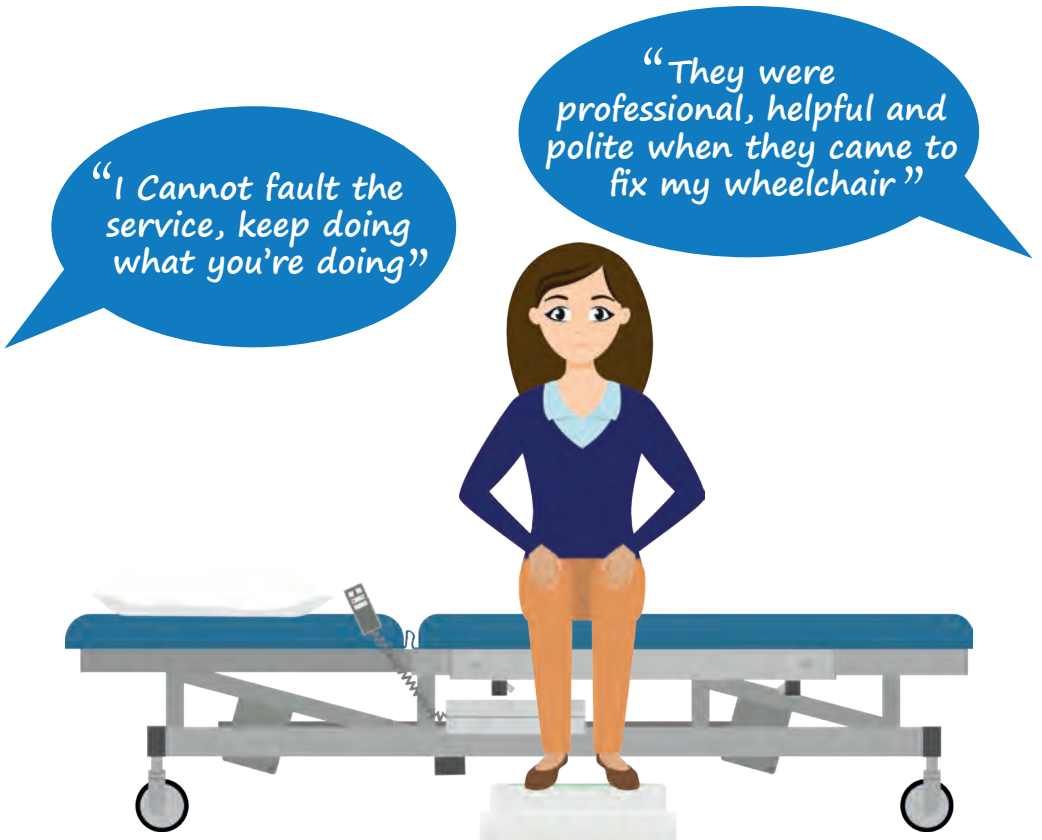
What you can expect from our wheelchair service

Our service centres have been designed exclusively around your needs and requirements, taking into account parking, making sure they're wheelchair accessible and the facilities on offer.

Ensuring our centres are welcoming and comfortable is paramount to making your experience with us calm, productive and safe.

We've registered a number of our service centre accessible toilets with **Changing Places**, a charity designed around supporting those who are unable to use standard toilets and signposting them to facilities they can use.

This means that anyone who requires extra space and equipment (including adjustable changing benches and hoists) are welcome to use our facilities – even if you don't have an appointment with us. Please feel free to pop into your local service centre if you need to use our facilities.



Providing the best service for you

Implementing innovative ideas enables us to provide you with the best possible wheelchair service.

By ensuring we have the correct equipment in stock, our occupational therapists and physiotherapists can assess and provide you with a wheelchair quick and efficiently. If you have more complex needs it's important that we find the best wheelchair to suit these. This may mean that we'll need to order in this equipment, which can take longer.

Repairs, services and clinical assessments under one roof

Our expertise with wheelchairs allows us to provide you with a full service – so you only have one company to deal with for all your NHS wheelchair needs.



Our wheelchair engineers aren't just a delivery service

Our engineers are trained and experienced in all areas and types of wheelchairs. They are able to repair and replace parts on your wheelchair, in the comfort of your own home and in one of our local service centres. If your wheelchair repair requires specialist attention, they will pick it up from you and take it to your local service centre to be looked at. If it's appropriate to do so, we'll also drop off a hire wheelchair at the same time – so you can continue to live independently.

Working with you

Our aim is to provide you with a safe environment. Our experience, culture and determination to keep all our service users at the heart of everything we do filters throughout our clinical teams, customer service departments and engineers.

Through forming relationships with service users and listening to their needs and requirements we are able to carry out our services, efficiently and professionally.

Our skilled and empathetic clinicians will carry out a thorough and professional assessment in order to ensure you're given the most suitable equipment.



Providing the best possible service to you is paramount to us

What happens after you've been referred to us?

We understand that being referred for a wheelchair may feel daunting. However, our teams are experienced in the provision of all types of wheelchair use, from young children to working with older people. So you can rest assured that you are in good hands.

Please take the time to talk through any questions or queries you have, relating to your wheelchair use, when you arrive for your appointment. Don't worry if you forget to ask us a question during your assessment – just give us a call or email to speak to your therapy team.



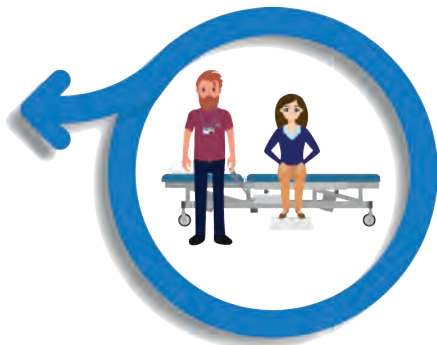
Once you've been referred to us, we'll arrange an appointment, convenient to you



A friendly welcome awaits you



A member of our therapy team will assess you



We'll contact you when your wheelchair is ready to be collected

Frequently asked questions

If you have a question, that's not answered below, visit our website hampshirewheelchairservice.co.uk for more information, or speak to us – you'll find our contact details on the back page.

What do I need to bring with me to my appointment?

When preparing for your appointment please try to wear loose fitting clothes (but not baggy), as this helps us to assess your posture.

You'll need to bring the following information with you:

- The details of your consultant, GP and/or your therapist who has been involved in your care and referral to us
- The height of your bed, armchair and toilet
- The width of the narrowest doorway at home
- Details of medication you may be taking
- Details of any transfer aids you use (hoist slings or transfer boards, for example)
- Details of any splints or braces you use



What can I expect to happen during my appointment?

You will be assessed by one of our therapists – during your assessment you'll be asked questions on your medical history. They will also assess your posture (how you sit), which may involve you lying and sitting on a plinth (firm bed) so the therapist can carry out a hands-on assessment. Based on what you have said and what they have observed, the therapist will then be able to determine which NHS wheelchair best suits your mobility needs and what you're eligible for.

You may have the chance to try a wheelchair under the supervision of our occupational therapist. This is a good opportunity to talk through any questions you may have about using a wheelchair.



Once you've prescribed me a wheelchair, when can I expect to have it?

If you need a manual wheelchair and we have it in stock you may be able to take it home with you, on the day of your assessment. If we have to order your wheelchair from the manufacturer or supplier, delivery will take between 12-16 weeks. Once we know the date your wheelchair will be arriving, we'll schedule an appointment with you, so we can hand it over to you. This will include showing you how to use your wheelchair safely, discussing and demonstrating correct positioning, care for yourself and care for the equipment. We will also ask you to sign a document to say that you agree to the NHS conditions of loan.

What you can expect from our wheelchair service

What happens if I'd like a different model, to the wheelchair you can offer me?

We are governed by your local NHS authority to carry certain makes and models of wheelchairs. The make and model of the wheelchair we'll offer you, will have been pre-approved by the NHS. If you decide that you'd like a different make of wheelchair, and if appropriate to do so, we can give you a voucher worth the NHS cost of the wheelchair we prescribed to you. You can then take this voucher, along with your prescription, to a private wheelchair company. Please note, if the wheelchair you're getting is more or less expensive than the value of the voucher, we will not pay the difference.

A wheelchair voucher is not suitable for everyone. If you're interested in knowing more about this option, please speak to one of our therapists.



How to get in touch

For more information on our wheelchair services, please visit our website hampshirewheelchairservice.co.uk, or contact us on:

 0333 003 8071

Lines are open Monday - Friday 8.30 - 17.00.

 scwcsu.hantswheelchairservice@nhs.net

Don't forget to follow us on social media for the latest news and updates -



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@MB_Healthcare

Working with and supporting The Back Up Trust.

back up

transforming lives after spinal cord injury

