

What happens at the assessment?

You will be assessed for your clinical need, which will take over an hour to complete. During the assessment you will be asked about:

- Your health
- What you will use the wheelchair for
- What type of property you live in

What happens when you get your NHS loaned equipment?

- We call this a handover and it means we will be providing you with a wheelchair and any accessories.
- As an NHS service, equipment provided can either be new or refurbished.
- If it is refurbished, it will have had a thorough safety check prior to handover.
- We will adjust your wheelchair to fit you.
- We will go through all safety aspects of the wheelchair and make sure you are happy and comfortable using it.
- We will talk you through the terms and conditions of the loan of your NHS wheelchair.

Please note that equipment provided by the wheelchair service is on behalf of the NHS.

If the equipment no longer meets your needs, is no longer required, or if you have any concerns please contact the service on: **0333 003 8071** or hchairservice@millbrookhealthcare.co.uk



You can contact the Hampshire Wheelchair Service on:



0333 003 8071

(lines are open Monday-Friday 8.30-17.00)



hchairservice@millbrookhealthcare.co.uk



www.hampshirewheelchairservice.co.uk

For the latest news and views:



@MB_Healthcare



@MillbrookHealthcare

For complaints, compliments and concerns



0333 003 8071

(lines are open Monday-Friday 8.30-17.00)



hchairservice@millbrookhealthcare.co.uk

How to find us

We have two service centres in Hampshire:

Millbrook Healthcare, Unit E1 Omega Enterprise Park, Chandlers Ford Industrial Estate, Eastleigh, Hampshire, SO53 4SE

Millbrook Healthcare, Unit A12 & A13, Railway Triangle, Walton Road, Portsmouth, PO6 1TN

The nearest accessible train station for Chandlers Ford is Eastleigh and for Portsmouth is Cosham. You can book trains by calling South Western Railway passenger assistance on 0800 5282100.

Hampshire Wheelchair Service

Information for adults who have been referred to our service



Service user name:

Date of referral:

Service telephone number: **0333 003 8071**

Who runs the Hampshire Wheelchair Service?

Millbrook Healthcare are a leading provider of wheelchair services across the country.

Why have you been referred to the service?

Your healthcare professional thinks you may need an NHS loaned wheelchair to help with your mobility.

What should you expect next?

This leaflet explains what you can expect and what will happen now you have been referred to the Hampshire Wheelchair Service.

Which areas does the wheelchair service cover?

The service runs throughout Hampshire, except Basingstoke and North Hampshire.



The service is available to all individuals whose GP is registered in the above area.

What happens after your referral is received?

- It will be reviewed by a therapist, who will decide the type of wheelchair you need. In most cases, this will take between 2-5 days.
- If you are eligible for a wheelchair, you will be added to the waiting list. We'll confirm this by writing to you, which will include the waiting times.
- You will receive your appointment letter for your assessment within 5 weeks.
- If you have not heard from us within this time, please contact us on **0333 003 8071** or hchairservice@millbrookhealthcare.co.uk

For more information about our waiting times, please visit:

www.hampshirewheelchairservice.co.uk.

Getting to your appointment

- We will ask you to attend appointments at one of our clinics, either in Chandlers Ford or Portsmouth. Free parking is available on site.
- You can speak to your GP practice to see if you qualify for patient transport services in your area.

The Wheelchair Service Pathway

