


Northamptonshire Wheelchair Service – Q&A

<p>Who is eligible for an NHS wheelchair?</p>	<p>We provide long term wheelchairs to adults and children who are registered with a Northamptonshire GP and who have the following needs:</p> <ol style="list-style-type: none"> 1. Have a long-term medical condition that directly affects your mobility. 2. Need a wheelchair for 6 months + 3. Require the wheelchair to be used indoors AND outdoors on a regular basis. <p>We do not provide outdoor only wheelchairs.</p>
<p>What can I do if I require a wheelchair for short term use?</p>	<p>The British Red Cross offer short term loan wheelchairs to support patients who have sustained lower limb fractures. See contact details below.</p>
<p>What can I do if I am not eligible for an NHS wheelchair?</p>	<p>If you are not eligible for an NHS wheelchair you can access charitable resources. Please contact the wheelchair service for more information.</p>
<p>Can I refer myself for a standard manual wheelchair?</p>	<p>Yes, from 22nd April, you can self-refer for a standard manual wheelchair using the link below</p> <p>BlatchfordSR (softoptions.co.uk)</p>
<p>Who can refer me for a non-standard manual or powered wheelchair?</p>	<p>If your needs are more complex, then we require a referral from your GP or health professional.</p>
<p>Manual Wheelchairs</p>	
<p>What types of manual wheelchairs are available?</p>	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  <p>Transit (small wheels)</p> <p>These are provided for patients who cannot use their arms to self-propel independently, and are pushed by another person</p> </div> <div style="text-align: center;">  <p>Self-propel (big wheels)</p> <p>These are provided to patients who are able to self-propel their wheelchair independently to move around</p> </div> </div>
<p>Can I have a lightweight wheelchair?</p>	<p>If you require a very lightweight standard wheelchair, please contact your wheelchair clinician to discuss options available to you including the Personal Wheelchair Budget (PWB). The PWB enables you, with a contribution from the wheelchair service, to buy your own.</p>
<p>What other options are available?</p>	
<p>Do you offer pressure cushions?</p>	<p>Yes, a pressure cushion is provided should you require one, the type will be assessed for by the clinical team. A standard cushion is issued with every chair from the service.</p>

<p>Do you provide accessories?</p>	<p>A standard lap belt is provided with all wheelchairs. For additional accessories please contact the wheelchair service.</p>
<p>Do you provide powered wheelchairs?</p>	<p>Powered wheelchairs are provided to patients who require the wheelchair indoors or indoors AND outdoors and are unable to mobilise in the home environment with or without mobility aids. Powered wheelchairs are not provided for outdoor use only. Your home must be accessible, for example have a fixed ramp to access indoors. You must have good eyesight and be able to read a number plate from 20 metres. This referral needs to come from your GP.</p>
<p>Travel</p>	
<p>Can I travel seated in my wheelchair?</p>	<p>Yes, all the wheelchairs from the wheelchair service are crash tested.</p>
<p>Does the service provide headrests for transport?</p>	<p>Headrests are only provided by the Wheelchair Services for postural needs and will not be provided for transportation only.</p>
<p>Can I take my wheelchair on holiday?</p>	<p>Yes, if it is covered by your holiday or home insurance. If your holiday company request the weight of your wheelchair, it is on the manufacturers label on the frame.</p>
<p>Waiting Times</p>	
<p>When will I get my wheelchair?</p>	<p>If there is a suitable wheelchair in stock, then you can take it away with you immediately or it will be available for collection the same day, or we can arrange delivery to your home within 10 working days. If we need to order a wheelchair, your wheelchair team will advise you how long this will take.</p>
<p>Repairs</p>	
<p>My wheelchair is broken, what do I do?</p>	<p>Please contact the wheelchair service and we will arrange for our approved repairer to visit you at home.</p>
<p>What don't the wheelchair service provide?</p>	
<p>What don't we provide?</p>	<p>We do not provide the following:</p> <ul style="list-style-type: none"> • outdoor ONLY manual and powered wheelchairs • mobility scooters • tricycles • sports wheelchairs • attendant-controlled powered wheelchair • transit wheelchairs for use in nursing or care homes • accessories such as waterproof covers, sunshades or lights. <p>If you require any of the above, you will need to purchase independently or contact the service for the charitable contacts.</p>
<p>I live in a care home and require a transit push wheelchair – am I eligible?</p>	<p>We are unable to provide transit push wheelchairs for care homes. Care homes will normally provide these for you.</p>

<p>What happens if my condition changes and/or the wheelchair no longer meets my needs?</p>	<p>You can contact us directly or be referred by a health professional providing details of how your condition has changed and what aspects of your wheelchair no longer meet your needs. We will review your needs and in partnership with you agree an appropriate plan.</p>
<p>Can I sell or give away my wheelchair if I no longer need it?</p>	<p>No. If you have an NHS wheelchair, then the wheelchair must be returned to the NHS for reconditioning and reissue.</p>
<p>Contact Details – Northamptonshire Wheelchair Service</p>	
	<p>Address: (Head office) Northamptonshire Orthotic and Wheelchair service. Telford Way, Telford Way Industrial Estate, Kettering NN16 8UN Phone: 01536 511025 option 2 Email: cabsl.northamptonshirewheelchairservice@nhs.net</p>
<p>Useful Contacts</p>	
<p>British Red Cross</p>	<p>Provides a variety of short-term loan wheelchairs for hire 01709 870190 https://www.redcross.org.uk/get-help/hire-a-wheelchair</p>
<p>Northamptonshire Patient Transport</p>	<p>0300 300 3434</p>
<p>Right to Travel</p> 	<p>The “Right to Travel UK” campaign has been set up by the National Wheelchair Managers Forum (NWMF) to provide support to our wheelchair users requiring wheelchair or buggy repairs when outside of their home area.</p> <p>https://www.wheelchairmanagers.org.uk/downloads/NWMF-Right-to-Travel-Leaflet-2020.pdf</p>