



Information for Wheelchair Users

Wheelchair Voucher Scheme

Frequently Asked Questions



How is the voucher payment made?

If a voucher is authorised we will make a direct payment to the manufacturer or supplier that you are purchasing your voucher wheelchair or buggy from.

If the cost of your allocated voucher is greater than your voucher equipment then the supplier will receive the amount covering the voucher equipment only.

Will I be expected to return my existing NHS chair?

For the period of the voucher the NHS wheelchair will be required to be returned to the SMC.

Will you still provide a pressure relief cushion if you need one?

We will still provide a pressure relief cushion if clinically required. This will not affect the type or the amount of your voucher.

Contact Details

Blatchford Clinical Services

Specialist Mobility Centre

17A Meridian East

Leicester

LE19 1WZ

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Fax: 0116 245 6160





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What is the Wheelchair Voucher Scheme?

The Wheelchair Voucher Scheme was designed by the Department of Health in 1996 to provide wheelchair users with greater choice regarding their wheelchair provision.

Will I need to be assessed if I would like a voucher?

Yes. You will be required to attend a clinic appointment so that your wheelchair requirements can be reassessed by a member of our clinical team. Any questions you may have can be answered during this appointment.

Will I be eligible for a Wheelchair Voucher?

At your appointment, the advantages and disadvantages of the Voucher Scheme will be discussed, and you and your Clinician will then decide together if the Voucher Scheme would be appropriate in your case.

What equipment does the Voucher Scheme cover?

The Independent Voucher Scheme is only used to purchase a non-powered wheelchair approved by the Wheelchair Service. For NHS powered wheelchair vouchers please see the partnership option below.

What choices will I have?

At your appointment, we will have an opportunity to discuss the type of NHS wheelchair that would best meet your clinical needs. If you would like to be supplied with an NHS wheelchair and meet the criteria, we can arrange this for you.

If however, you would like to purchase a wheelchair via the Voucher Scheme you may choose one of two options:

1. The Independent Option for manual wheelchairs

Under the Independent Option you may select any make or model of manual wheelchair, providing it meets your clinical needs. The value of the voucher is equivalent to the cost of the wheelchair we would have provided (base chair) plus a contribution towards the maintenance of your selected wheelchair. The wheelchair will be your property, and therefore your responsibility to maintain and repair. The maximum value of any voucher is up to £1100.

The duration of the independent voucher will be agreed at your assessment (usually 3 to 5 years). A new voucher will not be given until the existing voucher period has expired or in exceptional circumstances which are to be agreed with Clinical Lead or Service Manager.

2. The Partnership Option for manual wheelchairs

Under the Partnership option, we are able to select a wheelchair from a range of wheelchairs available through the Wheelchair Service. The value of your voucher is equivalent to the cost of the 'base wheelchair'. You will be expected to pay for the price difference between the 'base wheelchair' and your selected wheelchair.

The chair will continue to be the property of, and maintained and repaired by, the Wheelchair Service unless exceptional circumstances which are to be agreed with clinical lead or service manager.

Annual maintenance and repairs for partnership scheme are carried out by the SMC Approved Repairers; please call 0116 2600055

Partnership scheme for NHS powered wheelchairs

This partnership scheme only applies to powered wheelchairs available from the wheelchair services standard powered wheelchair range of chairs. Details available on request.

So how do I arrange to be assessed?

If you are known to the Wheelchair Service, you can call and request a reassessment on 0116 2823500, so that your name can be added to our waiting list.

If however you do not currently have a wheelchair issued by the Wheelchair Service, your G.P, or healthcare professional can refer you for an assessment.