



Plymouth, West Devon & South Hams Wheelchair Service

What happens next?

Your wheelchair assessment

Service provided by



Who is this leaflet for?

This leaflet is for anybody who has been referred into the NHS wheelchair service and has received a letter or a phone call to say they are eligible for a wheelchair assessment and have been booked an appointment.

What is a wheelchair assessment?

A wheelchair assessment measures your clinical needs and a prescription is made for the right wheelchair for you. The assessment may take into account your lifestyle, your environment and the needs of your carers/PA family or anybody who will be handling your wheelchair.

Clinical case notes will be recorded, and your permission will be sought to share these with other health professionals, such as your GP.

How long do I wait for an assessment?

If you don't already have an appointment, the waiting time for an assessment is relatively quick and will depend on a number of factors which relate to the urgency as stated on your referral - the complexity of your case and the type of equipment needed, and whether you need a specialist seating assessment.



Who will do the assessment?

**YOU WILL BE ASSESSED BY A
FULLY TRAINED CLINICIAN**

A wheelchair assessment is undertaken by a trained individual, who will be allocated to your case depending on the complexity of your condition. It will be either a qualified occupational therapist, physiotherapist or rehabilitation engineer. A trusted assessor who is a trained wheelchair expert may be used for basic non-complex cases.

Where will I be assessed?

Usually, you will be assessed at our main clinic at:

AJM Healthcare
Unit K1, Eagle Close
Langage Business Park
Plymouth
PL7 5JY

In some circumstances, your assessment may take place at home.

If you have been referred for specialist seating, you will be invited to attend a special clinic for this kind of assessment. You will be informed of this in your appointment letter.

Who should I bring with me?

You must bring your carer/PA or family member who is the person in charge of handling your wheelchair. We will need to talk to them about their ability to handle the wheelchair.

If you want a chaperone, you must bring one. All of our staff are DBS (criminal record) checked and have been hired using the NHS Safer Recruitment protocol.

If you need a translator and you can't bring one of your own, you must tell us in advance, so we can arrange a telephone-based translator.

If you need a BSL/MAKATON sign language translator, let us know in advance and we will arrange for one to attend.

To ensure the best possible service, we may invite other health professionals, who are involved with your care or your care plan, to your assessment.

What should I bring with me?

Please bring the following information:

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

What kind of wheelchair will I get?

You will be prescribed a wheelchair that meets your clinical need. Lifestyle and activities are also considered.

Wheelchairs are provided strictly to NHS guidelines, so please moderate your expectations until you have been assessed.

You do not have to accept the wheelchair you are offered if, for example, you want to obtain the wheelchair elsewhere and/or pay for a different or upgraded wheelchair out of your DLA, PIP or personal wheelchair budget (PWB).

We will provide you with a prescription and a voucher to the value of an NHS wheelchair.

If you would like some more information about personal wheelchair budgets, our friendly commercial team is always on hand to help. You can give them a call on **0330 128 1260**.



How long will I wait for a wheelchair?

If you have basic needs, you may receive your wheelchair, accessories and/or cushion on the day of your assessment.

There will be demonstration wheelchairs there for you to try out and a technician will fetch a wheelchair from stock and adjust it as directed by the wheelchair therapist.

Most wheelchairs are prescribed and delivered from stock to your home within a week.

If you have complex needs, we may have to order a wheelchair from a manufacturer or have a stock wheelchair modified by a rehabilitation engineer.

It may take much longer, but we will let you know the expected delivery date and keep you updated along the way.

Any questions?

If you have any queries or concerns about your assessment, please get in touch with the customer service team on telephone number:

0808 196 2696

If you need this publication in an alternative format, such as easy read, large print, Braille, audio or alternative language, please contact us.



A close-up, high-angle photograph of a wheelchair's metal frame. The frame is made of polished, reflective metal tubes. A black cable is connected to a silver metal fitting on the frame. The background is a plain, light color.

Tel: 0808 196 2696

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Wheelchair Service**

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<https://plymouth.wheelchair.services>