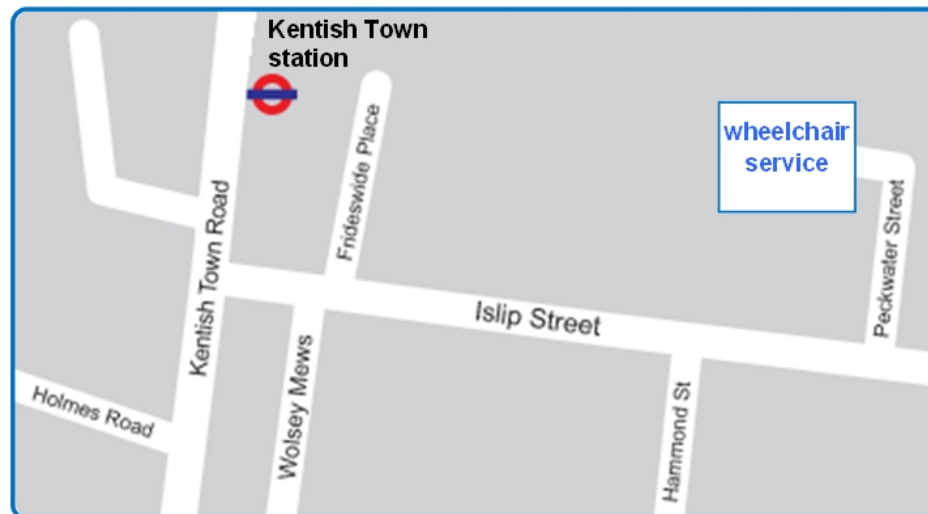




The wheelchair service

easy read information
for people in Camden and Islington

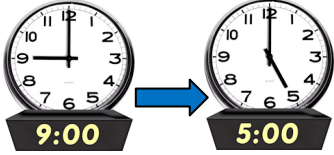
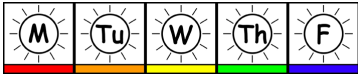


**The Peckwater Centre
6 Peckwater Street
London NW5 2TX**

About the wheelchair service

We are open

- **Monday to Friday**



- **9am to 5pm**

Our phone number is
020 3317 5040

and you can phone us

- from **9am to 11am**
- from **1pm to 5pm**



Our team has

- **OTs**
- they find out how much you can do for yourself and where you need support

OT



- **physios**
- they make sure you can sit well and do not get pressure sores



- **rehab engineers**
- they make sure your wheelchair fits together properly and is safe



We have

- manual wheelchairs



- powered wheelchairs



Using the wheelchair service

You can use the wheelchair service if

- you have a disability that lasts a long time and makes it hard for you to walk

and

- you are registered with a GP in **Camden** or **Islington**



You must ask one of these people to fill in a referral form to tell us you need our service

- your GP
- a community nurse
- a social worker
- an OT
- a physio
- a therapy assistant



We will do an **assessment** to find the right wheelchair for you



We may need to visit you **at home**

This is to see if we need to change anything for you to use your wheelchair



Some people can use an **NHS voucher** to give them a bigger choice of wheelchairs



If you want to find out more about the NHS vouchers, please ask us about this



If you need help to get to our clinic, ask us to about our **transport service**



After your first assessment, we will tell you when you will get your wheelchair

Getting your wheelchair



You will get **1** wheelchair if you need one that is pushed by hand (a **manual** wheelchair)



You will get **2** wheelchairs if you need an **powered** wheelchair

1 will be powered and the other will be manual, to use if the powered one is not working



We can deliver most wheelchairs **3 to 6** weeks after your **assessment**



We will let you know

- if we can deliver your wheelchair(s) to your **home**

or



- if you need to collect them from our **clinic**



We will set up the wheelchair for you



We will show you how to use it

You will also get a handbook about your wheelchair



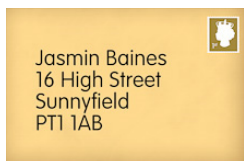
Repairs



The company we use to repair wheelchairs is called **Millbrook**



They will repair your wheelchair free of charge



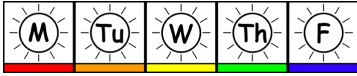
If you phone up for a repair, you need to tell them:

- your name and address
- the model and type of your wheelchair
- which part needs fixing

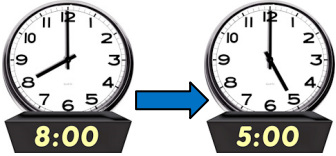




You can phone Millbrook:



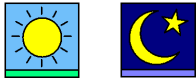
- **Monday to Friday**



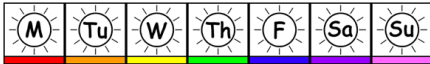
- from **8am to 5pm**



If your chair **breaks down** and you need an emergency repair, you can phone **Millbrooks**



- at any time, day or night



- 7 days a week



and they will help you

Millbrook's phone number is:



0845 293 8481

Contact the wheelchair service at:



**The Peckwater Centre
6 Peckwater Street
London NW5 2TX**



020 3317 5040



candi.wheelchairservice@nhs.net



You can contact us to

- make an appointment
- replace or adjust your wheelchair or cushion
- give back a wheelchair you don't need
- tell us if you have moved



We can give you advice on pushing, driving and handling your wheelchair

We **do not** provide

- wheelchair gloves
- capes
- raincovers



The **Disabled Living Foundation** can tell you where to buy these



Their phone number is:

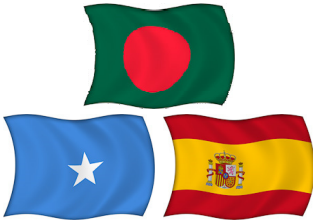
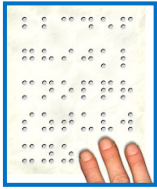
0845 130 9177



dlfinfo@dlf.org.uk

Please tell us if you need this leaflet

**BIG
words**



- in larger print
- on audio CD
- in Braille
- in another language

Keeping your health notes private



- we will keep your health notes private
- we can tell you about how we keep your notes safe
- we can tell you how you can see your notes



If you have any complaints, compliments or comments, please contact:

The **Patient Support service**

The Patient support service would like to know what you think of our service

You can tell them what you think

- by letter



Patient support service

CNWL | Camden Provider Services
3rd Floor Bedford House
125-133 Camden High Street
London NW1 7JR



- by phone

020 7685 5973



- by email

patientsupport.cps@nhs.net