

Contact the Wheelchair Service

The Peckwater Centre
6 Peckwater Street
Kentish Town
London
NW5 2TX

Tel: 020 3317 5040

Fax: 020 7485 5306

E-mail: candi.wheelchairservice@nhs.net

Contact the service to:

- book or confirm an appointment
- replace or make adjustments to your wheelchair or cushion
- return a wheelchair no longer needed
- tell us you have changed address or situation

We can also offer advice on pushing, driving and handling your wheelchair.

We are not able to offer individual advice regarding the purchase of private wheelchair equipment.

Unfortunately we are not able to provide wheelchair gloves, capes or rain covers. The Disabled Living Foundation offers advice on where to purchase these accessories.

Contact DLF on (Tel) 020 7289 6111 or 0845 1309177 or email: dlfinfo@dlf.org.uk

Communication and language support

If you require a language interpreter (including British Sign Language) or communication support, please contact us. You can also contact us if you would like this leaflet in large print, braille, audio format or in another language.

Confidentiality

Use of personal data is protected by the Data Protection Act 1998. For information about accessing your health records please contact Information Governance on (Tel) 020 7685 5954.

Comments, compliments, complaints

We welcome your views on our service. You can contact us at:

Patient Support Service
3rd Floor Bedford House
125 - 133 Camden High Street
London NW1 7JR

Tel: 020 7685 5973

Fax: 020 7685 5788

E-mail: patientsupport.cps@nhs.net

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Wheelchair Service



Information for Camden and Islington clients

The Peckwater Centre
6 Peckwater Street, London NW5 2TX

Monday to Friday 9:00 - 17:00

Tel: 020 3317 5040

NHS
Islington

Central and North West London **NHS**
NHS Foundation Trust

Camden Provider Services

CPS RD WS 09/11 001

About the Wheelchair Service

Our team of physiotherapists, occupational therapists and rehabilitation engineers offer a range of services including:

- specialist wheelchair and postural assessments
- prescription and provision of wheelchairs, cushions and postural support

Accessing the service

You can access the service if you meet the following criteria:

- You have a long-term physical disability that limits your mobility
- You are registered with a Camden or Islington GP

Children, young adults and adults are eligible.

You can be referred by:

- occupational therapists
- physiotherapists
- therapy assistants
- GPs
- community nurses
- social workers

Assessment

You will be assessed to determine the most appropriate chair for your needs. Assessments are usually made by either:

- i) a community or hospital-based therapist
- ii) a therapist from the Wheelchair Service

If you have complex needs then you will be assessed by the Wheelchair Service and given priority booking. We may also need to visit you at home to assess your home for wheelchair accessibility.

Some clients are eligible for the NHS voucher scheme which offers a wider choice of wheelchairs. Please speak to us for further information.

A limited transport service for clients attending the clinic is available. Please contact us for more information.

Receiving your wheelchair

You will be entitled to one wheelchair, unless prescribed a powered wheelchair in which case you will receive an additional standard manual chair. This is supplied as a back-up for emergencies.

After the initial assessment, your therapist will advise the approximate delivery date for your wheelchair.

Standard chairs are usually delivered 3 - 6 weeks after assessment. They are either delivered to your home address or collected from the Wheelchair Clinic at Peckwater Centre.

During the handover, we make any necessary adjustments and explain how to use your chair. A manufacturer's handbook is also supplied.

Support and repairs

Repairs are made free of charge by **Millbrook**, our approved repairer. The repair service operates within Camden and Islington boroughs only and is not able to carry out roadside recoveries.

You should have the following details ready when contacting Millbrook.

- Your name and address
- Wheelchair model and type (if known)
- Nature of repair required

If you do not have a back-up wheelchair, Millbrook has an emergency service which operates Monday - Sunday between 5pm and 11pm (including bank holidays).

You can contact Millbrook, Monday to Friday, 8am to 5pm on:

Tel: 0845 293 8481
Fax: 0870 428 6303

You can also email a request to:
service@millbrookhealthcare.co.uk

