



## **Service User Guide**



**Designed to help our service users  
understand the service we provide.**

**Created in conjunction with the Suffolk  
Disability & Health Action Group**

**2016**

## **Introduction**

After taking over Wheelchair Services and the Authorised repair contract in September 2015 we wanted to take the time to provide answers to some questions you may have in relation to your service.

## **Our Aims and Goals**

- Our aim is to provide a high quality specialist assessment and provision for wheelchairs, postural mobility seating and pressure care to all people with mobility difficulties across the Suffolk area. This service is delivered by a specialist team of staff with skills in a wide range of clinical areas.
- The Wheelchair Service provides assessments for people with permanent mobility problems (longer than 6 months), including specialist seating for wheelchair users with postural problems.
- The Wheelchair Service aims to promote and maintain user independence within their own homes, education, work and social settings.
- The user will be supplied with equipment meeting their clinical needs. We are always aiming to reduce the time that our service users wait from the time they are referred for assessment to the time we issue your equipment.

## Wheelchair Services

### **What are the contact details for the Wheelchair Service (covering Ipswich, Bury St Edmunds & Lowestoft)?**

For queries relating to Wheelchair services in Bury St Edmunds and Ipswich please call 01473 692727 where our friendly team will be happy to help.

Or E-Mail:

[Suffolk.wheelchairs@bartrams.net](mailto:Suffolk.wheelchairs@bartrams.net)

For queries relating to Wheelchair Services in Lowestoft and surrounding areas please call and speak to one of our team.

01502 532182

### **What do I do if my wheelchair doesn't meet my needs anymore and is uncomfortable?**

Please contact the appropriate service for your area on the number above and ask for re-assessment as your needs have changed.

### **If I have to go for an assessment, would I get help with transport to the Wheelchair Service if I do not have access to a car?**

Only if you qualify for ambulance transport. We are not able to book this anymore it has to be done by the patient via the usual system for your area.

### **Do you provide power packs?**

We do not provide power packs, however, we may consider compatible power packs to be fitted to certain wheelchairs with prior written consent. Please contact the service to discuss this further.

Power packs can be very heavy to attach and are not suitable for many clients. It is very important that if you decide to purchase one that you trial it at a reputable shop prior to you deciding to buy one

### **Can I take my wheelchair on holiday?**

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 located on the frame.

### **What do I do if my wheelchair breaks down on holiday?**

Contact the local wheelchair service if you are in the UK; if abroad please contact the service on your return to arrange repairs of Bartrams provided Wheelchairs.

### **How do I return equipment that is no longer needed?**

Please make contact with your local Wheelchair Service on the above numbers to arrange a collection so that it can be returned to Bartrams Healthcare. This should be completed within 7 days of request.

## **Authorised Repairer Services**

### **How do I request a repair to my manual, or indoor/ electric wheelchair?**

Ring 01473 351805 for Bury St Edmunds and Ipswich areas

Ring 01502 448910 for Lowestoft area

### **What do I do when my problem with my wheelchair is an emergency situation that arises out of office hours?**

Ring the repair number as above and you will be redirected through to our 24/7 emergency service.

### **What are the service standards that I should expect from the approved repairer – i.e. how long it should take for a repair?**

Repairs should be done within 3 days for most wheelchairs although replacement parts for some complex chairs may take a little longer

### **Is there an annual maintenance check for manual wheelchairs supplied by the NHS? Who arranges the annual check?**

Yes and this will be arranged by the repairer

### **There is an annual check for indoor or indoor/outdoor powered wheelchairs. What is checked? Is there a checklist? Who arranges the annual check?**

The annual check will be arranged by the repairer. The inspection covers a comprehensive list designed to ensure your chair is kept in top condition and is always safe to use.

**What happens when my wheelchair breaks down or develops a fault when I am out of area e.g. on holiday or in an out of county hospital either during office hours or outside office hours?**

There is an arrangement across the country that the repairer in the area where you are on holiday will repair the chair. Contact your local service for assistance. If in an out of county hospital ring the Ipswich service and we will do our best to help you.

**What do I do when my wheelchair breaks down in an emergency situation e.g. when shopping or in a country lane and I am effectively stranded?**

The conditions of loan state that you are responsible for getting yourself and the wheelchair home. In this situation we are not able to provide an emergency service.

**Can I take my indoor/outdoor powered wheelchair on the road, as opposed to the pavement or path?**

The wheelchair should only be driven on the road when there is no alternative. It is meant to be a pavement vehicle.

**What is the position regarding taking out public liability insurance for indoor / outdoor powered wheelchairs? Should I take this out myself?**

Taking out insurance is not mandatory but is a sensible precaution.

# Voucher Scheme

## Information

The NHS Voucher Scheme is a means of offering wheelchair users greater freedom to choose a wheelchair. Anyone who qualifies for an NHS wheelchair can use what the NHS would have spent on a wheelchair for them as part-payment for a wheelchair of their choice, which may be of a higher specification. The Voucher is an undertaking to pay a proportion of the final bill, and has no cash value.

**The questions below apply if you purchased a chair through the NHS Voucher scheme.**

### **What do I do when I need a reassessment as the wheelchair I obtained no longer meets my needs?**

If the wheelchair no longer meets your needs because of some significant change in your medical condition you may be reassessed. If you have bought a wheelchair that is inappropriate for your assessed needs then there is nothing the service can do.

### **What is the life of a 'Voucher'?**

Either 3 or 5 years and this is made clear on the paperwork you received.

### **When can I apply for another?**

At the end of the life of the voucher.

## Complaints, Comments and Compliments

We hope that you receive excellent service from Bartrams but we always welcome feedback as we feel it allows us to improve the service further.

If you feel you have not received the service you expect and require, or would like to make comments about the service, then please contact us through one of the below methods.

E-Mail: [admin@bartrams.net](mailto:admin@bartrams.net)

Phone: 01353 665648

Post: Administration manager

Unit 50 Lancaster Way Business Park

Witchford

Ely

CB6 3NW

Thank you for taking the time to read through the information supplied and I look forward to providing the service you desire.

Luke Partridge

Company Operations Manager