

### 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 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, wheelchair budget or private funds, we will provide you with a prescription and a Personal Wheelchair Budget (voucher) to the value of an NHS wheelchair. Please refer to the separate leaflet on this subject.

### How long will I wait for my 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 available for you to try out, and a technician will fetch a wheelchair from stock and adjust it as directed by the wheelchair clinician.

Wheelchairs are prescribed based on the assessed need. Low level need chairs may be in stock and would be available 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. This will take longer, but we will let you know the expected delivery date and keep you updated along the way. This may take up to 13 weeks.



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AJM Healthcare  
London Central, North West and Barnet  
Wheelchair Service  
Unit 3, Abbey Road Industrial Park  
Commercial Way  
Park Royal  
London NW 10 7XF  
Tel: 0808 164 2040

London Central, North West and Barnet

Wheelchair Service

Mobility | Posture | Independence

## What happens next:



## Your wheelchair assessment

## Who is this leaflet for?

This leaflet is for you if you who have been referred to the NHS wheelchair service and have received a letter or a phone call informing you that you are eligible for a wheelchair assessment and have booked an appointment.

The referral system in NW London is an open one where you may have referred yourself, or have been referred by a carer, your GP, or other health professional.

The booking of a wheelchair assessment does not guarantee you will receive a wheelchair as we must follow strict NHS eligibility guidelines.

Your referral will have been checked for the basic requirements of eligibility, so it is more likely than not that you will receive a wheelchair.

Please note that the NHS does not provide wheelchairs for occasional outdoor use.

If your referral has been rejected under the eligibility criteria, please ask for our 'Signposting' leaflet that will help you find alternative solutions if you have unmet mobility needs.

## What is a wheelchair assessment?

An appointment with a healthcare professional to determine your clinical needs and functional requirements, and where a prescription is made for a suitable wheelchair. The assessment will take into account your lifestyle, your environment and the needs of your carers/PA, family, or whomever 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, where this is thought to be helpful.

## How long do I wait for an assessment?

If you don't already have an appointment, the waiting time 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, including whether you need specialist seating assessment.

## Who will undertake the assessment?

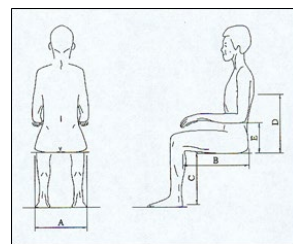
A wheelchair assessment is undertaken by a trained individual, who will be allocated to your case depending on the complexity of your condition. It will be either a qualified occupational therapist, physiotherapist or rehabilitation engineer. A 'Trusted Assessor' based in the community and having received specific wheelchair training may assess for non-complex equipment.

Our assessors have undertaken formal study and have gathered a significant amount of experience prior to qualifying, and are registered to practice by the Health and Care Professions Council (HCPC). Their time is valuable and so, for efficiency, they perform assessments at one of our wheelchair clinics wherever possible.

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

## What happens at the assessment?

The clinician will introduce themselves and explain what will happen. They will need to ask you many questions and take your measurements.



They may need to assess your range of movements and physical constraints, and may

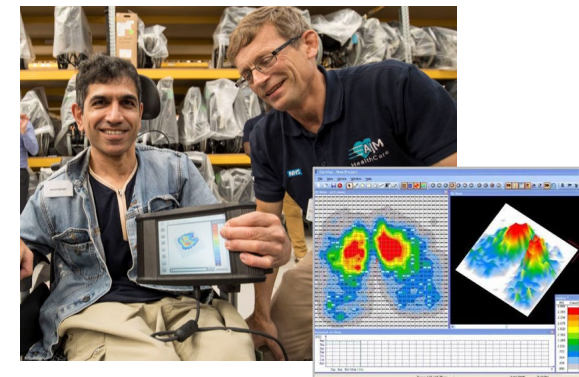
ask you to demonstrate your abilities. You will be safe at all times and we will ensure you are treated with due respect and dignity.

Our clinics rooms are equipped with hoist, and a plinth (couch); **please bring your own hoisting sling if you have one.**

You won't need to undress, although we may ask to look at your back by pulling up your top.



If you are at risk of developing pressure sores the clinician will prescribe an appropriate cushion, although it should be noted that this is but a part of an overall strategy to look after your skin. You may be asked to sit on a pressure mapping mat so we can determine the optimal cushion.



## Where will the assessment take place?

You will be offered a choice of location:

AJM Healthcare  
Unit 3, Abbey Road Industrial Park  
Commercial Way  
Park Royal  
London NW10 7XF

The Wheelchair Service  
Vale Drive Primary Care Centre  
Vale Drive  
Barnet  
EN5 2ED

Wembley Centre for Health and Care  
Rooms 128c & 130b  
116 Chaplin Rd  
Wembley  
HA0 4UZ

Wheelchair Service  
Whole Systems Hub  
St Charles Hospital  
Exmoor St  
London  
W10 6DZ

## What and who should I bring with me?

Please bring the following information:

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

Where you rely on a carer/PA or family member to assist you, they must come to the appointment too. We will need to talk to them about their ability to handle the wheelchair.

If you want a chaperone, you must bring one. Note that all our staff are DBS (criminal record) checked and have been recruited 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, you or we may invite along to the assessment other health professionals who are involved with your care.