

### 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 or wheelchair budget. We will provide you with a prescription and a voucher to the value of an NHS wheelchair. Please refer to a separate leaflet on this subject.

### 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.

Many low-level need wheelchairs are prescribed and delivered from stock to your home, within 6 weeks. 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 longer, but we will let you know the expected delivery date and keep you updated along the way.



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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 people 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 system 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 for eligibility, so it is more likely that 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?

A wheelchair assessment measures your clinical needs and a prescription is made for the right wheelchair for you. 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.

## How long do I wait for an Assessment?

If you don't already have an appointment, the assessment waiting time for an assessment 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, 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 who is a trained wheelchair expert may be used for basic non-complex cases.

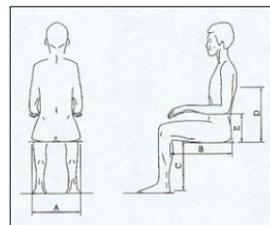
Qualified Clinical wheelchair therapists will have undertaken years of study and gathered experience prior to qualifying and are registered to practice by the Healthcare Professions Council (HCPC). Their time is very valuable, so for efficiency, they perform assessments at one of our many wheelchair clinics.

In some circumstances they may perform an assessment your 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.

## What Happens at the Assessment?

The wheelchair therapist will introduce themselves and explain what will happen. They will need to ask you a lot of questions and take your measurements.



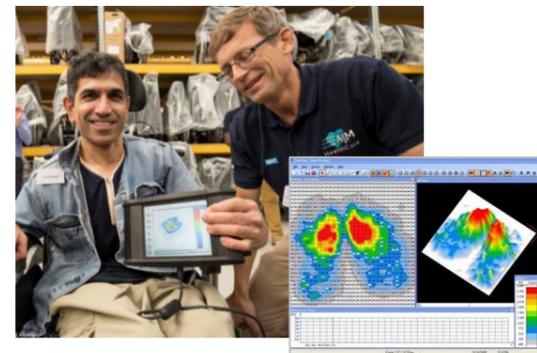
They may need to understand your range of movements and physical constraints and may ask you to demonstrate. It won't be painful, and you will be safe at all times, and we will ensure you are treated with due respect and dignity.

Our clinics rooms are equipped with hoists, slings and a plinth (couch)

You won't need to undress, and if you wish, you can change into more comfortable clothing when you arrive.



If you are at risk of pressure sores the therapist will prescribe a pressure cushion. You may be asked to sit on a pressure mapping chair so we can measure and prescribe the correct 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

## Who should I bring with me?

Please bring the following information:

- Details of your consultant, GP and/or your therapist who has been involved
- The height of your bed, armchair and toilet
- 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

You must bring your carer/PA, 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. Note that all 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/MACATON 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 to your assessment that are involved with your care or your Care Plan.