

## Confidentiality

All our staff are required to abide by a strict code of conduct on confidentiality.

We will only share information with those who need to know in order to provide good quality care.

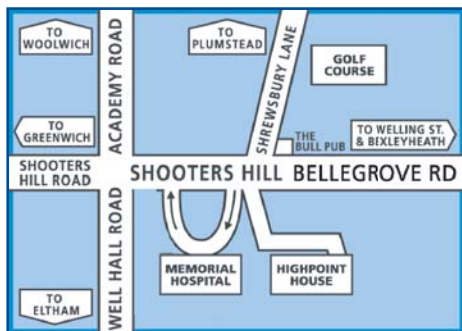
Occasionally there may be exceptions to this, for example to support a clinical audit or to monitor the quality of care provided. We will usually discuss this with you beforehand.

## Your opinion matters

Oxleas NHS Foundation Trust is committed to providing the highest standards of care, so we welcome your views on the services we provide. If you would like to comment, make a suggestion or make a complaint, please speak to the person you normally see or ask to speak to the team manager.

You may also like to speak to our Patient Advice and Liaison Service (PALS) on the freephone number on 0800 917 7159.

## How to find us



## Wheelchair Users Service

Memorial Hospital  
Shooters Hill  
London SE18 3RZ

**Opening hours:**  
9am to 4.30pm  
Monday to Friday

Tel: 020 8836 8536  
Answerphone messages are  
listened to twice a day.

# Wheelchair Users Service



Information for  
service users  
and carers

April 2011

## Wheelchair Users Service

The Greenwich Wheelchair Users Service aims to help you get the most out of your wheelchair, and extend your mobility. It is part of Greenwich Community Health Services which is run by Oxleas NHS Foundation Trust.

Our staff include a senior physiotherapist/manager, occupational therapist, rehabilitation engineer for technical problems, wheelchair technician and administrators.

### Will I be eligible?

We provide wheelchairs to anyone with a long term mobility problem and a GP in Greenwich.

### How do I obtain a chair?

Referral is usually through a GP but physiotherapists, occupational therapists, district nurses and health visitors can request a wheelchair. You will get a phone call from the service once a referral is received and will have the opportunity to ask questions. Normally, if an official written request is made with sufficient information, ie name, address, telephone number, height, weight

and nature of disability, then a wheelchair will be delivered within two weeks.

We can deliver more quickly if the request is urgent.

All wheelchairs are issued on permanent loan and will be maintained free of charge.

### What types of wheelchairs are available?

Manual wheelchairs are available to all users.

Large wheeled chairs are usually easier to push but you may have a chair with smaller wheels if you prefer.

In some circumstances it may be necessary for someone from the Wheelchair Users Service to visit you at home or ask you to visit the department to see your chair.

Special wheelchairs which have to be ordered from the manufacturer can take up to eight weeks to deliver. These include lightweight, specialised and powered chairs and heavy-duty chairs for users weighing more than 18 stone (114kg).

## What should I do if my chair needs repairing?

Repairs are free and carried out by our approved repairer NRS Mobility Care Ltd (NRS). Tel: 020 8664 3000 or 0844 893 6368.

Their normal hours are 8.30am to 5pm Monday to Friday.

An emergency repair service is available (to people who use their chair both indoors and outdoors) between 7am and 11pm seven days a week.

### How do I return my chair?

Wheelchairs that are no longer needed will be collected by NRS (020 8664 3000).

### How can I look after my chair?

Wheelchair users should check their brakes and tyres regularly and report any defects as soon as possible.

Please keep your wheelchair clean by wiping it with water and washing up liquid.

If you ask for a repair and the chair is very dirty, the engineer

may refuse to do the repair and only take the chair away for repair after it has been cleaned.

### What if my needs change?

Please tell us about any changes in your weight or disability. It may be necessary to review your needs. The user weight limit on most chairs is 18 stone (114kg).

### What happens when I go on holiday?

You may take your wheelchair with you. If you are in the United Kingdom and your chair needs repair, contact the nearest hospital and ask for the local Wheelchair Service number.

You may take your wheelchair abroad, but will have to arrange and pay for repairs yourself (local garages and bicycle shops are usually helpful).

### What if I move?

Please inform us of your new address as soon as possible. You may take your chair with you if you are moving into a residential home or out of the borough but please let us know.