

What happens once you are referred?

Once a referral is received we will invite you to an assessment where the Therapist:

- will ask you about your medical history
- will identify any special posture or pressure problems and discuss individual requirements.
- may take measurements
- will involve you in the choice of equipment, wherever possible

Following the assessment equipment may be prescribed.

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.

Equipment remains the property of the NHS and must be returned when no longer required.

Feedback

We welcome your comments. If you have any ideas about how we could do something better or feedback about positive aspects of the service please let us know.

The Wheelchair Service

Camborne and Redruth Community Hospital
Barncoose Terrace, Redruth Cornwall

Call: **01209 318122**

Email: **refswchcs@Cornwall.NHS.UK**

Monday to Friday 9.00am to 5.00pm.

If you have a complaint please let us know as soon as possible so that we can try to put things right.

If you prefer not to raise an issue with the our team you can contact the **Patient Advice and Liaison Service (PALS)** for advice, information and support on **0300 330 1444**
Pals.Community@pch-cic.nhs.uk

Please contact PALS if you would like to receive this booklet in large print, Braille, on CD or in any other language.

www.peninsulacommunityhealth.co.uk

Peninsula Community Health is a not for profit Community Interest Company responsible for providing NHS adult community health services in Cornwall and the Isles of Scilly.

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Wheelchair Service

A guide for clients



Keeping Cornwall and Isles of Scilly mobile

Who are we?

The Wheelchair Service is available to those registered with a Cornwall GP, children with specialist wheelchair needs and adults who require standard or specialist wheelchairs.

Our role is to assess for and prescribe long term loan wheelchairs. This can include pressure relieving cushions and / or special seating equipment to provide postural support in wheelchairs and buggies.



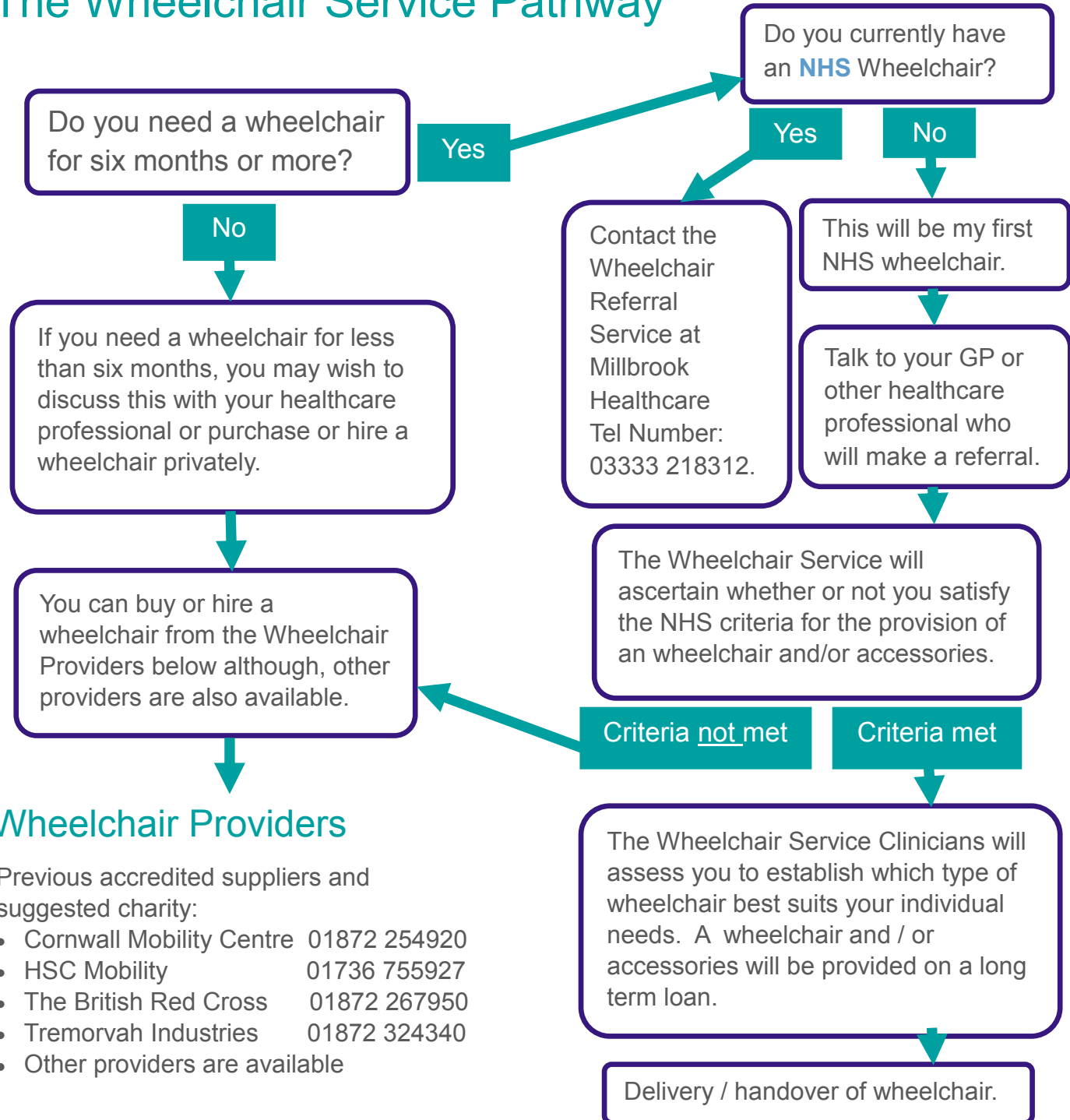
Wheelchair no longer meeting needs?

Contact Millbrook Healthcare to be re-referred to us: 03333 218 312

Wheelchair broken?

Contact Millbrook Maintenance: 0300 3030 123

The Wheelchair Service Pathway



Wheelchair Providers

Previous accredited suppliers and suggested charity:

- Cornwall Mobility Centre 01872 254920
- HSC Mobility 01736 755927
- The British Red Cross 01872 267950
- Tremorvah Industries 01872 324340
- Other providers are available