

How do I get a Wheelchair?

Eligibility Criteria for Wheelchairs and Associated Equipment

BUCKINGHAMSHIRE WHEELCHAIR SERVICE

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March 2013

Index	Page
1. Who is entitled to a Wheelchair?	3
2. Who can refer?	3
3. The Small Print	4
4. Exclusions	5
5. Assessment for a Wheelchair	5
6. Types of chairs available to you	6
7. The NHS Voucher Scheme	7
8. In the event of your request being turned down?	7
9. Summary of provision to Nursing Homes	8
Appendix I: Types of Chairs and Usual Criteria for Issue	9
Appendix II: GP List	14
Appendix III: Priority Criteria	16
Appendix IV: Conditions of Loan	17
Appendix V: Voucher Scheme	18

The Eligibility Criteria for wheelchairs and associated equipment has been produced for the benefit of professionals and users of Buckinghamshire Wheelchair Service.

Who is entitled to a Wheelchair?

The person fulfils the following criteria, in conjunction with Usual Criteria for Issue (Appendix I):

- Clients with a **permanent disability or medical condition** (defined as longer than 6 months duration) which **significantly impacts on mobility** (walking ability less than a few steps) such that a wheelchair is required for **indoor use** to access facilities for personal care. Or that to continue walking within the home would be detrimental to their health. Provision will be considered for outdoor use only for those with rapidly deteriorating conditions, and for periods shorter than 6 months in support of terminal and palliative care.
- A wheelchair should be required for regular use (Regular use is defined at least 3 times a week).
- The minimum age for referral is generally 36 months as it is reasonable to expect any parent to need to use a pushchair until that age. Exceptions are made in the case of younger children requiring postural support or independent mobility. There is no upper age limit.
- Clients should be registered with a General Practitioner (GP) listed in Appendix II.

Buckinghamshire PCT is responsible for provision of equipment to other people as determined by Who Pays? Establishing the responsible commissioner (DOH 2007) e.g. where a person is placed out of area on Continuing Healthcare Funding; children placed at residential schools out of area for more than 50 weeks per year.

Who can refer?

- New referrals to the service will be made by a Health or Social Care professional; this would commonly be a person's GP, Occupational Therapist, Physiotherapist or Nurse. (The essential information that is required is clearly indicated on the referral form. Incomplete referrals will be returned to the referrer with omissions highlighted).
- Existing clients known to the service can refer themselves directly for reassessment.
- Referrals into the service are triaged by the Duty Clinician according to the Prioritisation Criteria in Appendix III and are placed on the appropriate waiting list. Urgent referrals are allocated to a clinician immediately. Those with high priority are seen within 12 weeks.
- Accredited Prescribers can refer to the service by completing our Prescription Form for direct supply of standard equipment.
- If an existing NHS wheelchair user moves into the area from another district, the ownership and therefore maintenance of the wheelchair transfers to Buckinghamshire Wheelchair Service. If the client is currently on a waiting list

for their previous wheelchair service, they will be added to the waiting list backdated to the date of referral of the previous service.

The small print

- Provision of equipment is subject to agreement with the Conditions of Loan (Appendix IV).
- We will always endeavour to find a wheelchair that meets your clinical and environmental needs, but there may be times when we are unable to supply the perfect solution, due to the design parameters of the chairs available on the wheelchair service fleet.
- Equipment will be provided if you can demonstrate or have the potential to safely use the equipment in the intended environment. This will be established at assessment. The safety assessment will be undertaken jointly between the Clinician, you and your Carer to ensure that there is a clear understanding of how to use the chair within your environment, bearing in mind the capabilities of the chair.
- Equipment will only be replaced if it ceases to meet your clinical needs and is beyond economical repair or is obsolete so that spares are not available.
- If the criteria for provision of equipment is no longer met, the wheelchair service reserves the right to withdraw the equipment.
- The home environment needs to be suitable for wheelchair use. Adaptations may be needed to ensure your safety and to maximise accessibility (e.g. Doorway widening or moving furniture.) Where adaptations are unable to be made and alternatives to issuing a wheelchair are unavailable, limitations as to use may have to be imposed. Where adaptations are waiting to be undertaken a suitable alternative interim chair will be considered if this helps improve your independence. The clinical staff in the Service will assist in helping facilitate between other agencies to ensure adaptations / alterations are undertaken in a timely way.
- The Wheelchair Service operates within the context of various pieces of legislation and in its consideration of how it is able to assist individuals and in the equipment it provides must make sure it complies with this legislation. (e.g. Medical Devices Directive, MDD 93/42/eec and MDA 2006(05)).
- Clients moving out of area may take their equipment with them, but should notify the service of the change of address so copies of relevant notes can be forwarded to the appropriate wheelchair service. Clients are not entitled to take their equipment if moving to an address abroad.

Exclusions

The wheelchair service will not issue equipment in the following circumstances:

1. Wheelchairs/buggies will not be provided when they are to be used outdoors only. (Information on where to source wheelchairs for outdoor need only is provided by the wheelchair service on request).
2. Wheelchairs / buggies will not be provided as a restraint or as a static chair e.g. armchair. When the majority of the clients' day is spent in posturally supportive static seating which has been provided by community equipment, the wheelchair will as a result be used for shorter periods. In this case the wheelchair will be provided to meet these lesser needs.
3. Clients resident in Nursing Homes will be provided with self-propelled or powered wheelchairs where eligible. Details regarding provision of wheelchairs for transit use can be found on page 8.
4. Equipment may not be wholly funded by the NHS to specifically meet work or education needs nor solely for transport to education. This will require joint working with other organisations.
5. The NHS will not fund specialist sporting equipment. We may be able to provide information as to sources of funding.
6. Pressure cushions will only be provided by the Service for use in the wheelchair.
7. Persons who are able to walk, but for various reasons refuse to do so will not be eligible, except in exceptional circumstances where behaviour affects their ability to mobilise safely.
8. The Service does not provide mobility scooters nor EPOCs (Electrically Powered Outdoor Chairs).

The Wheelchair Service does not provide any of the following:

- Power packs
- E-motion assisted hand-rim systems
- Attendant controls for powered wheelchairs.
- Rain covers, sunshades, storage baskets, crutch holders or comfort items, unless there is a clinical recommendation.

The wheelchair service recognises that wheelchair users may wish to take advantage of the benefits offered by a power pack unit by fitting a privately purchased unit to a wheelchair issued by the service. Written consent should be requested from the wheelchair service for permission to fit privately funded accessories. Responsibility for ensuring the suitability of the accessory and fitting by a suitably qualified person lies with the individual, along with training in its safe use.

Assessment for a Wheelchair

- The process for getting the right piece of equipment can appear quite complex, but it is important that we consider you and your needs in as much detail as possible. We may ask a number of different Clinicians to help compile this assessment, including Therapists, GP's, Medical Staff and Engineers or request the assistance of other organisations in the completion of an assessment.
- Assessments are undertaken in the most appropriate environment. Primarily in the clinic room at the wheelchair service, where there is adequate space, clinical equipment, technical workshop and access to assessment equipment for demonstration and trial. There are close working relationships supporting clinic days at care homes and schools. Home visits are available for those who are unable to travel out of the home or where an assessment in the home environment is clinically necessary.
- The process for assessment starts with the initial referral to the Service, the information collected from you and other health professionals helps us to build up a picture of your needs. We will aim to meet your needs within the range of equipment we can offer to you. There may be some occasions where compromises need to be reached because of the financial implications, or the availability of equipment, but we promise to discuss this with you.
- Once the assessment is complete and you meet the criteria for issue of a wheelchair, we are aiming for this to be issued to you within a total waiting time of 18 weeks and will try to do it faster if we are able to. If your clinical indications mean that the delay will cause distress or deterioration in your condition, then we will aim to reduce the waiting time to a minimum.

Types of chairs available to you

The NHS chooses to purchase from a limited range of chairs which generally meet people's needs, we will endeavour to issue chairs which increase your freedom and ability to undertake everyday activities and will consider your individual needs. The types of chairs and the basis on which we determine which type is to be issued is described in Appendix I. Generally these groupings are:

- Attendant manual wheelchair
- Self propelled manual wheelchair
- Active manual wheelchair
- Buggy
- Tilt in space wheelchair (manual)
- Electrically Powered Indoor Wheelchair (EPIC)
- Electrically Powered Indoor / Outdoor Wheelchair (EPIOC)
- Cushions, accessories and modifications associated with wheelchair provision.

Provision of more than one wheelchair is limited only to a standard manual wheelchair as a backup when a powered wheelchair is issued or where a wheelchair is required upstairs and downstairs and there is not a through floor lift or other appropriate equipment in situ.

The NHS Voucher Scheme

This scheme was introduced by the Government to give people greater choice in the selection of their manual or powered wheelchair. It offers the client the option of staying within the standard NHS provision or to receive a voucher towards the cost of a different wheelchair. A more detailed explanation of the scheme is available in a separate leaflet and you will also receive details in your assessment.

- You must meet the Criteria for the provision of a wheelchair.
- You must be assessed by the Wheelchair Service. The value of the Voucher is based on the equipment that would have been issued.
- The equipment you purchase with the voucher must be appropriate to your identified needs.
- Vouchers are issued for 5 years for adults and 3 years for children.
- The Partnership Voucher Scheme option will have all repairs and maintenance covered by the Wheelchair Service contract.
- The Independent Voucher Scheme option has a maintenance amount allocated to help with the cost of repairs. No further provision relating to the wheelchair will be given within the time frame of the voucher.
- Pressure care cushions will remain the responsibility of the Wheelchair Service.

Further information on the NHS Voucher Scheme is found in Appendix V.

In the event of your request being turned down?

Exceptional Provision Panel: A panel of wheelchair service staff meet fortnightly to consider requests for equipment provision that normally falls outside the Eligibility Criteria. If you are unhappy with the equipment you have been told you are eligible for, you may request for your clinician to present your case of need at this panel.

Summary of Provision to care homes (Residential and Nursing)

Clients in Residential Accommodation

Eligibility as per Appendix I.

Clients in Nursing Accommodation

Clients who are able to independently self-propel or independently drive a powered wheelchair will be provided with a wheelchair. The criteria remain as per self-propelled wheelchair or powered wheelchair.

Individuals moving into a Nursing Home with existing equipment may continue to use this equipment, however it will not be replaced when it is beyond economic repair or no longer meeting clinical needs. If on reassessment the provision is considered clinically inappropriate or unsafe and the criteria for Nursing Home provision is not met, then the wheelchair will be withdrawn.

Note: The wheelchair service does not provide transit wheelchairs into Nursing Homes. Buckinghamshire Wheelchair Service is responsible for provision of equipment as determined by *Policy and Guidance on the provision of Equipment to Care Homes in Buckinghamshire (Buckinghamshire County Council and NHS Buckinghamshire 2011)*.

Non-attendance Policy

Buckinghamshire Healthcare NHS Trust operates a policy to discharge referrals for patients who do not attend their appointment. The client will be informed by letter. If however the client has a credible/valid reason why they could not make the appointment then another appointment may be arranged.

If the client has been assessed as 'high risk' or the clinician feels that they should be receiving continuous/regular treatment because of their clinical needs then the service will contact the client or find out the reason for non-attendance and re-book the appointment.

Appendix I: Usual Criteria for Issue

Type of Wheelchair	Definition of Wheelchair Group	Criteria for issue
Attendant propelled (e.g. Sunrise Uni 9)	A standard wheelchair that requires an attendant to push the chair. Small wheels at the back. These chairs are foldable.	The user has someone who is able, willing and suitable to push the wheelchair safely.
Self propelled (e.g. Sunrise Uni 8)	A standard wheelchair with large wheels at the back allowing the user to be able to propel themselves or have an attendant assist them. These chairs are foldable.	<p>A) The client is deemed medically fit to self-propel and to do so should not be detrimental to their medical condition.</p> <p>AND</p> <p>The client is able to independently and safely self-propel within the home.</p> <p>OR</p> <p>B) The user meets the criteria for an Attendant Propelled wheelchair and the larger rear wheels are beneficial for the terrain over which it is to be used.</p>
Active user wheelchair (e.g. Invacare Action 3)	Active user chairs have a more flexible set up than the standard chairs and can be adjusted to meet the individual requirements of the user so they can achieve greater independent mobility. They have quick release wheels and multiple axle positions.	<p>The client meets Part A of the criteria for a self-propelled wheelchair.</p> <p>AND</p> <p>Full time wheelchair user with a medical condition which results in reduced strength and /or major excessive activity would result in deterioration of your medical condition.</p> <p>OR</p> <p>Assessed to have a clinical need for a specification only available on a more configurable chair.</p>
High performance	High performance wheelchairs have the attributes of an Active user chair,	<p>The client meets the criteria for an Active User wheelchair.</p> <p>The client is a full time user with an assessed clinical need that</p>

<p>wheelchair (e.g. Invacare XLT or Kuschall K4)</p>	<p>but are lighter weight with the ability to set in a very active position in compromise with stability to enable users to achieve maximum amount of independent mobility.</p>	<p>surpasses the issue of a configurable wheelchair. AND The client's life style needs and ability must be such that maximum independence and mobility will be gained by such provision. AND User who can back wheel balance or have the potential to back wheel balance. AND A high performance wheelchair would reduce the likelihood of long term health conditions which may result from significant full time active use.</p>
<p>Buggy (e.g. Major Buggy or RMS ITO)</p>	<p>A buggy is a type of pushchair allowing a person a clinically appropriate seating and mobility beyond that which can be provided through generally available pushchairs.</p>	<p>Client meets the general criteria for wheelchair provision and a buggy best meets their needs. Usually issued to children, and only when a generally available buggy does not meet their needs (typically aged over 36 months). Clients assessed to benefit from posturally supportive buggies must intend to use the buggy for more than 4 hours a day. If less than 4 hours a more basic buggy will be issued unless the client is unsafe without postural support. Double buggies are provided only when both siblings have a clinical need for mobility provision. The voucher scheme can be used where the NHS will contribute towards a double buggy when one child is eligible.</p>
<p>Tilt in space manual wheelchair (e.g. Invacare</p>	<p>A tilt in space wheelchair is one with a mechanism that allows for the whole seat and back to be tilted back to aid a change in position for</p>	<p>Client is a full time wheelchair user and sits in the wheelchair for more than 4 hours a day. Client is assessed to have significant postural needs that cannot be met by any other wheelchair.</p>

Rea Azalea)	pressure relief, reducing the effects of gravity on posture and to ease positioning into the wheelchair.	Tilt in space will not be provided solely to overcome transfer and positioning issues.
Indoor Powerchair (e.g. Invacare Apollo, Invacare Pronto M41)	A wheelchair with electric motors controlled by the user for use indoors, they have a small turning circle and limited range.	<p>Client is unable to walk or self-propel indoors or it would be detrimental to their health to do so.</p> <p>Provision would give the client significant improvement in their independence and quality of life.</p> <p>Client must demonstrate through a driving test, or other means, that they have the insight, intellectual capacity and dexterity to operate a powered wheelchair safely and responsibly on their own and without assistance.</p> <p>The residential environment must be compatible with the use of a powered wheelchair including storage area with a power supply for a battery charger.</p> <p>Be able to ensure that a powerchair will be maintained adequately by the client or a carer.</p> <p>*Must only be used within the home.</p>
Indoor/Outdoor powerchair (e.g. Invacare Mirage, Invacare Spectra)	A wheelchair with electric motors controlled by the user for indoor and outdoor use.	<p>All criteria for an Indoor Powerchair (*excluding starred line) must be met.</p> <p>The client must have appropriate level of visual, cognitive, visuo spatial or higher cortical functions and no other medical conditions likely to make the control of a powered wheelchair unsafe as this may lead to danger to themselves, pedestrians and other road users.</p> <p>Provision of a powered wheelchair must derive significant improvement in the client's independence and quality of life.</p>

		<p>The home must be accessible with ramps or level access into the home.</p> <p>The local environment (garden and immediate surroundings of the home) must be compatible with the user of a powered wheelchair.</p> <p>Powered recline, seat raiser units and standing functions are not provided.</p>
<p>Custom contoured seating (e.g. Carved Foam, Lynx)</p>	<p>Posturally supportive seating that is bespoke to the individual and interface to a wheelchair base. Referrals may be made to a Regional Specialist Centre.</p>	<p>Full time user and sits in the wheelchair for a sufficient length of time that a postural seating system is regarded as necessary to discourage progression of deformity.</p> <p>It is perceived that the client’s posture needs are unlikely to rapidly deteriorate or change significantly.</p> <p>The client has fixed contractures or deformities which require accommodation within a seating system.</p> <p>Modular seating systems are unable to provide sufficient accommodation or support.</p>
<p>Cushions, Accessories and Modifications associated with Wheelchair provision. Cushions, Accessories and</p>	<p>Cushions</p>	<p>Cushions are only provided for use in a wheelchair.</p> <p>One cushion and one cover only will be provided.</p> <p>Cushions can only be provided into privately purchased wheelchairs if the wheelchair is deemed appropriate. Any wheelchair alterations are the responsibility of the client.</p> <p>Pressure relieving cushions are provided to meet the assessed clinical need determined by the level of risk.</p> <p>Postural cushions are provided only when there is evidence of postural need for discouraging progression of deformity or maintaining postural stability.</p>

Modifications associated with Wheelchair Provision cont.	Tray	Trays are provided only when it is assessed to be clinically necessary for postural support. Equipment trays to carry specialist nursing equipment (e.g. ventilators) will be provided.
	Positioning belts and straps	Supplied to meet postural need.
	Headrests	Supplied as part of a seating system when required for postural control. Efforts will be made for these to be transport tested headrests where possible. Headrests solely for transport form part of the WTORS (Wheelchair Tie-down and Occupant Restraint System). WTORS are not provided by the wheelchair service.
	Elevating leg rests	Supplied if there is a clinical need due to restrictions in bending the knee. OR Supplied if clinically indicated by leg oedema.
	Attendant controlled Hub brakes	Supplied only in exceptional circumstances. When the wheelchair cannot be used safely in normal everyday circumstances. (e.g. local environment contra indicates safe control of the wheelchair) AND Attendant controlled brakes can be fitted to the prescribed wheelchair and the additional cost is deemed reasonable.
	Spoke guards	Supplied if a safety issue is identified.
	Footboards	Supplied for postural need.

Appendix II: GP Surgery List

- Amersham Health Centre - Chiltern Avenue Amersham Bucks HP6 5AY Tel:08444 778733
- Ashcroft Surgery - Stewkley Road Wing LU7 0NE Tel:01296 688201
- Aston Clinton Surgery - Westongrove Partnership - Aston Clinton Surgery 136 London Road Aston Clinton Bucks HP22 5LB Tel:01296-630241
- Bedgrove Surgery - Westongrove Partnership - Bedgrove Surgery Brentwood Way Aylesbury Bucks HP21 7TL Tel:01296 330330
- Berryfields Medical Centre - Colonel Grantham Avenue Buckingham Park Aylesbury Bucks HP19 9AP Tel:01296 310940
- Broughton House Surgery - 241 Tring Road Aylesbury Bucks HP20 1PH Tel:01296-425858
- Calcot Medical Centre - Hampden Road Chalfont St. Peter Gerrards Cross Bucks SL9 9SA Tel:01753-887311
- Carrington House Surgery - 19 Priory Road High Wycombe Bucks HP13 6SL Tel:0844 4996988
- Cherrymead Surgery - Queensmead Road Loudwater High Wycombe Bucks HP10 9XA Tel:01494 445150
- Chiltern House Med.Centre - 35 Browns Road Holmer Green Buckinghamshire HP15 6RZ Tel:0844 477 1846
- Chiltern House Med.Centre - 45-47 Temple End High Wycombe Bucks HP13 5DN Tel:0844 477 1848
- Denham Medical Centre - Queen Mothers Drive Denham Garden Village Denham Buckinghamshire UB9 5GA
- Desborough Surgery (Main Surgery) - 65 Desborough Avenue High Wycombe Bucks HP11 2SD Tel:01494 526006
- Edlesborough Surgery - 11 Cow Lane Edlesborough Dunstable Beds LU6 2HT Tel:01525-221630
- Elmhurst Surgery - Elmhurst Road Aylesbury Bucks HP20 2AH Tel:0844 387 8383
- Fairford Leys Surgery - 3 Ashley Court 65 Kingsgate Aylesbury Bucks HP19 8WB Tel:01296-432742
- Gladstone Surgery - Chess Medical Centre 260 - 290 Berkhamstead Road Chesham Bucks HP5 3EZ Tel:01494-782884
- Haddenham Health Centre - Stanbridge Road Haddenham Aylesbury Bucks HP17 8JX Tel:0844 477 8575
- Hambleden Surgery (Branch) – Hambleden Surgery The Surgery Hambleden Henley on Thames Oxon RG9 6RT Tel: 01491 571305
- Hawthornden Surgery - 47 Straight Bit Flackwell Heath High Wycombe Bucks HP10 9NE Tel:01628-522864
- Hawthornden Surgery - Wharf Lane Bourne End Bucks SL8 5RX Tel:01628-522864
- Hazlemere Surgery (Branch) - 2a Roberts Ride Hazlemere High Wycombe Bucks HP15 7AD Tel:01494 711954
- Highfield Surgery - Highfield Way Hazlemere High Wycombe Bucks HP15 7UW Tel:01494-813396
- Hughenden Valley Surgery - Valley Road Hughenden Valley High Wycombe Bucks HP14 4LG Tel:01494-563275
- John Hampden Surgery - 97 High Street Prestwood Great Missenden Bucks HP16 9EU Tel:01494-890900
- Kingswood Surgery - Hollis Road High Wycombe Bucks HP13 7UN Tel:01494-474783
- Little Chalfont Surgery - 200 White Lion Road Amersham Bucks HP7 9NU Tel:01494 762323
- Masonic House Surgery - 26 High Street Buckingham Buckinghamshire MK18 1NU Tel:01280-816450
- Meadowcroft Surgery - Jackson Road Aylesbury Bucks HP19 9EX Tel:01296 425775
- Millbarn Medical Centre - 34 London End Beaconsfield Bucks HP9 2JH Tel:01494 675303
- New Surgery - Chess Medical Centre 260-290 Berkhamstead Road Chesham Bucks HP5 3EZ Tel:01494 782262
- Norden House Surgery - Avenue Road Winslow Buckinghamshire MK18 3DW Tel:01296-713434
- North End Surgery - High Street Buckingham Bucks MK18 1NU Tel:01280-818600
- Oakfield Surgery - Oakfield Road Aylesbury Bucks HP20 1LJ Tel:01296 423797
- Orchard Surgery Branch - Station Road Bourne End Bucks SL8 5QE Tel:0844 4773016
- Poplar Grove Practice - Poplar Grove Practice Meadow Way Aylesbury Bucks HP20 1XB Tel:01296 468580
- Pound House Surgery – 8 The Green, Wooburn Green Buckinghamshire HP10 0EE
- Prestwood Surgery - Chequers Drive Prestwood Buckinghamshire HP16 9DU Tel:01494-863899
- Priory Surgery - 24-26 Priory Avenue High Wycombe Bucks HP13 6SH Tel:01494-448132
- Rectory Meadow Surgery - School Lane Amersham Bucks HP7 0HG Tel:01494 727711
- Steeple Claydon Surgery - 2 Vicarage Lane Steeple Claydon Buckingham Bucks MK18 2PR Tel:01296 733300
- The Cross Keys Practice - 60 High Street Princes Risborough Bucks HP27 0AX Tel:01844-344488

Buckinghamshire Wheelchair Service

- The Doctors House (Marlow Surgery) - Victoria Road Marlow Bucks England - Uk SL7 1DN Tel:01628 484666
- The Hall Practice - Hampden Road Chalfont St. Peter Gerrards Cross Bucks SL9 9SA Tel:01753-887311
- The Mandeville Practice - Hannon Road Aylesbury Buckinghamshire HP21 8TR Tel:0844 387 8383
- The Misbourne Practice - Church Lane Chalfont St Peter Buckinghamshire SL9 9RR Tel:01753 891010
- The Misbourne Practice - Townfield Lane Chalfont St. Giles Bucks HP8 4QG Tel:01494 874006
- The Penn Surgery - Elm Road Penn High Wycombe Buckinghamshire HP10 8LQ Tel:01494-817144
- The Practice Hanover House - Coronation Road Cressex Business Park High Wycombe Bucks HP12 3PP Tel:01494-534143
- The Practice Lynton House - The Practice Lynton House 43 London Road High Wycombe Bucks HP11 1BP Tel:01494 538811
- The Practice Prospect House - High Street Great Missenden Buckinghamshire HP16 0BG Tel:01494-862325
- The Riverside Surgery - George Street High Wycombe Bucks HP11 2RZ Tel:01494 526500
- The Simpson Centre - 70 Gregories Road Beaconsfield Bucks HP9 1PS Tel:01494-671571
- The Stokenchurch Medical Centre - Oxford Road Stokenchurch Buckinghamshire HP14 3SX Tel:0844 576 9633
- The Surgery, 46, Stewkley Road - 46 Stewkley Road Wing Leighton Buzzard Beds LU7 ONE Tel:01296-688949
- The Village Health Centre - Yardley Avenue Pitstone Bedfordshire Pitstone LU7 9BE Tel:01525 223211
- Tower House Surgery - 169 West Wycombe Road High Wycombe Buckinghamshire HP12 3AF Tel:01494 526840
- Trinity Health – Brill - 22 Thame Road Brill Aylesbury Buckinghamshire HP18 9SA Tel:01844 238284
- Trinity Health - Long Crendon - New Chapel Surgery High Street Long Crendon Aylesbury Bucks HP18 9AF Tel:01844 208228
- Verney Close Surgery - Verney Close Buckingham Bucks MK18 1JP Tel:01280-822777
- Waddesdon Surgery - Goss Avenue Waddesdon Buckinghamshire HP18 0LY Tel:01296 658585
- Waddesdon Surgery (Branch) - Grendon Underwood Buckinghamshire HP18 0LY Tel:01296-658585
- Water Meadow Surgery - Red Lion Street Chesham Buckinghamshire HP5 1ET Tel:01494 782241
- Wellington House Practice Risborough - Wades Field Stratton Road Princes Risborough Bucks HP27 9AX Tel:01844 344281
- Wendover Health Centre - Westongrove Partnership - Wendover Health Centre Wendover Aylesbury Bucks HP22 6LD Tel:01296 623452
- Whitchurch Surgery - 49 Oving Road Whitchurch Aylesbury Bucks HP22 4JF Tel:01296-641203
- Whitehill Surgery - Oxford Road Aylesbury Bucks HP19 8EN Tel:01296-432742
- Whitehill Surgery – 3 Ashley Court 65 Kingsgate Fairford Leys Aylesbury HP19 8GG Tel: 01296-424488
- Wye Valley Surgery - 2a Desborough Avenue High Wycombe Bucks HP11 2RN. Tel:01494-521044

East Berkshire Wheelchair Service

- Aysgarth Medical Centre - Church Road Iver Heath Buckinghamshire Iver Heath SL0 0RW Tel:01753 653976
- Burnham Health Centre - Minnicroft Road Burnham Slough Berks SL1 7DE Tel:0844 4773580
- Southmead Surgery - Southmead House Blackpond Lane Farnham Common Slough Berks SL2 3ER Tel:01753 643195
- Iver Medical Centre - High Street Iver Buckinghamshire SL0 9NU Tel:01753 653008
- Iver Health Centre - Trewarden Avenue Iver Heath Buckinghamshire - SL0 0SB Tel:01753 653008
- Iver Heath Health Centre - Iver Heath Health Centre Trewarden Avenue Iver Heath Bucks SL0 0SB Tel:01753 639793
- Threeways Surgery - Pennylets Green Stoke Poges Slough Berks SL2 4AZ Tel:01753 643445

Oxfordshire Wheelchair Service

- The Rycote Practice - East Street Thame OX9 3JZ Tel:01844 261066
- Trinity Health – Thame - Thame Health Centre East Street Thame Oxfordshire OX9 3JZ Tel:01844 212553
- Wellington House Practice Chinnor - 5 Station Road Chinnor Oxon OX39 4PX Tel:01844 351230
- Cross Keys Practice – Church Road Chinnor Oxfordshire OX9 3JZ Tel: 01844 344488

Buckinghamshire Wheelchair Service

Appendix III: Priority Criteria

Urgent/Immediate	High	Review
<p>Prioritised and Allocated within 1 working day.</p>	<p>Prioritised within 5 working days. Actioned within 12 weeks.</p>	<p>Prioritised within 5 working days. Waiting list length dependent on service demands.</p>
<ul style="list-style-type: none"> • Grade 3 and above pressure ulcer, high risk user, living at home, without appropriate cushion provision. • Personal safety is at immediate risk. • Full time user and the wheelchair is declared beyond economic repair. • Full time user and equipment has broken down and there is no immediate replacement available. • Prevention of admission to an acute hospital. • Facilitating discharge from an acute hospital. 	<ul style="list-style-type: none"> • User has only a temporary provision. • Rapidly deteriorating condition. E.g. MND, terminal diagnosis • Expected change in circumstances leading to a severe impairment in quality of life. • Children requiring independent mobility • Children with a sudden deterioration in posture 	<ul style="list-style-type: none"> • Client already has a wheelchair and does not meet 'Urgent' or 'High' criteria.

Appendix IV: Conditions of Loan

1. The wheelchair including all accessories will remain the property of Buckinghamshire Wheelchair Service and must be returned or handed in for repair when required.
2. It must not be disposed of or altered in any way, or have any attachment fitted to it without prior written agreement from the Wheelchair Service.
3. It must be **kept clean** and **in good running order** at all times and be reasonably safeguarded against damage or theft. The wheelchair service reserves the right to not provide replacement equipment if there is evidence of abuse of equipment or equipment that has been lost.
4. You must ensure the wheelchair is insured. It is recommended that it is insured against loss, accidental damage and third party. In some circumstances the replacement cannot be guaranteed or would be at the users own cost, if not covered through insurance.
5. It must only be used by the person it has been prescribed for.
6. Any damage to the wheelchair must be immediately reported to the Wheelchair Service.
7. The wheelchair may be taken abroad for short periods with the prior agreement of the service. You will be responsible for any costs incurred due to loss or damage during this time. You must let the Wheelchair Service know when taking equipment abroad.
8. Clients who are living out of Buckinghamshire for periods longer than 3 months should register with their local GP and contact us for their notes and wheelchair responsibilities to be passed to the new area.

Clients who are living out of area for a shorter period (up to 3 months) should register with a local GP as a temporary patient and will remain with Buckinghamshire Wheelchair Service. You will need to return to Buckinghamshire for any repairs and maintenance since our Approved Repairer can only work within Buckinghamshire. It may be possible for you to contribute the 'Out of Area' charge for repairs to be completed elsewhere.

9. If you move home, you must inform the Wheelchair Service of your address and GP details.

Appendix V: The Voucher Scheme Explained

The Voucher Scheme was devised by the Government in conjunction with wheelchair users to offer people the opportunity to contribute towards the cost of a different chair than the one prescribed by the Wheelchair Service.

How the Scheme Works

Following your assessment your clinician will prescribe a wheelchair that suits your clinical needs from within the range available from the Wheelchair Service. If it is not of a style that you would have wished, you have the option to contribute towards the cost of a different chair. There are two different ways that you can do this.

Partnership Option

This option gives you additional choice within a clinically appropriate range available through the Buckinghamshire Wheelchair Service.

Following assessment for a suitable wheelchair, you would have the option to upgrade to an alternative appropriate chair. Under this option, the Wheelchair Service would retain ownership of the chair even though you have contributed to the purchase cost. As the owner of the chair we will cover all maintenance costs. When you no longer need the wheelchair you should return it to us. If you choose the partnership option you will be required to pay the difference in cost between the two wheelchairs. Your contribution towards the wheelchair cannot be refunded to you at any time.

Independent Option

This option enables you to own your wheelchair providing it is purchased from an approved supplier.

Following assessment for a suitable wheelchair you would then have the option to buy and own your wheelchair provided it meets your clinical needs. Under this option a contribution towards the cost of the wheelchair will be made by us.

The value of our contribution will be based on the cost incurred by the service had you been issued with a wheelchair.

Once you have purchased the wheelchair it will belong to you, and you will have responsibility for its continuing maintenance and repair.

Under this option a small sum will be added to the value of the voucher to help you to meet the additional maintenance costs you will incur as owner of the wheelchair.

This additional money is seen only as a contribution towards these costs over a five-year period. It is a single payment, and the Wheelchair Service would not under any circumstances make a further contribution towards maintenance or repair.

We would strongly advise you to take out a suitable maintenance and repair contract with the approved supplier at the time of purchase. You may also wish to consider insuring the chair against loss and damage.

General

If you decide to take a voucher under the new scheme, you will not be considered for another voucher for at least five years (three years for children). If, however at any time during that period you feel that your clinical condition has changed and the wheelchair is no longer suitable, you can request a review. Following assessment you would be offered a suitable wheelchair from the service.