

FAQs

Am I eligible for a wheelchair/equipment with the Wheelchair Service?

Your eligibility for equipment will be determined by clinical assessment. You will need to ask your GP, consultant, physiotherapist, or occupational therapist to refer you to your local wheelchair service so that the clinical assessment can take place. They will have the details for the service which covers your area.

Please ensure you provide your GP with a current telephone number and email address (if applicable), as the Wheelchair Service will need to contact you.

Once the form is received, it is registered before going through a screening process to ensure that

- a. You are eligible for an assessment and provision from ourselves, and
- b. You are seen in the appropriate clinic

The Posture and Mobility Service work to strict criteria which are set by the local Clinical Commissioning Groups (CCGs). **Therefore, unfortunately not every person who is referred will receive equipment from the Posture and Mobility Service.**

Am I eligible for a powered wheelchair?

You will need to ask your GP, consultant, physiotherapist, or occupational therapist to refer you to your local Wheelchair Service. They will have the details for the service which covers your area. The healthcare professional that refers you will need to clearly state in your referral your suitability for a powered wheelchair, and this will be triaged against the wheelchair specification criteria. You will then be notified if your application is successful or unsuccessful.

What will happen at my assessment?

Most clinic appointments take place at OpCare Staffordshire, Clifford Street, Hanley, Stoke-on-Trent, ST1 3EN.

Most visits last 1.5 hours, although some are longer and some are shorter. There is free onsite parking, and transport is available on request.

We will do our best to estimate the length of time your appointment will take, but cannot make any guarantees.

The clinic staff are unable to provide personal care during your visit. If you think you will need such care, including toileting, please have someone come with you who can assist with personal care. Remember to bring with you any medications that you will need to take during the time that you are at the clinic.

Arrange to wear your normal clothing and shoes when you come to the clinic.

Please bring your own sling if you are hoisted for transfers.

First Visit – Initial Assessment

You will be seen by a fully qualified physiotherapist, occupational therapist, technical instructor, or rehab engineer, depending on your needs as outlined in your referral.

Discussion

After you provide consent, together we will discuss your:

- Health issues
- Daily activities
- Problems that you identify
- Living circumstances
- Goals

It is important that you express your concerns and wishes so that the final equipment selection meets your goals.

If you have trouble remembering, please have someone come with you so we do not miss important information.

Physical Assessment

After observing you in your current equipment, the clinician will ask you to transfer to a plinth. Hoist equipment, transfer boards, patient turner, Zimmer frame and assistance are available. Your sitting ability, posture and movement will be evaluated and measures taken. Assistance to sit up on the plinth will be provided if needed.

Plan Creation

Once the assessment is complete, the clinician will review the findings and work with you to identify goals and plans for getting the equipment.

Further appointments may be required for the following:

- Trialling specific equipment
- Power chair driving skills and assessment
- Custom moulding of seating
- Specialist clinics

If this is the case, this will be fully explained to you at the time.

How do I get my wheelchair repaired or maintained?

At the handover of the wheelchair, you will be provided with a condition of loan which contains the contact details of the wheelchair repair/maintenance service. This includes an out-of-hours contact if your repair is required outside of normal office hours.

As the owner operator of your wheelchair, you will usually be the first person to notice when your wheelchair is not functioning properly. You may not be able to perform the basic daily and weekly cleaning and upkeep yourself, but you can set

up a routing that can be followed by your caregivers, family members, or others to monitor your chair for problems.

To keep your equipment running smoothly, you will need to take care of minor repairs, as well as having your wheelchair service take care of the major repairs. If in doubt, please contact your local wheelchair service.

<https://www.opcare.co.uk/nhs-clinic-locations/staffordshire/>

What happens if I am on holiday and there is an issue?

Please contact your local wheelchair service. The details are found in your handover pack, or on the website.

<https://www.opcare.co.uk/nhs-clinic-locations/staffordshire/>

How do I return equipment which is no longer needed?

Contact your local wheelchair service, stating the asset number located on the framework of the chair. We will make arrangements for collection, and then assess the chair for economical repair before recycling it into the system for other users.

What is the wheelchair voucher scheme?

Details can be found on the link below, or contact your local wheelchair service for details.

<http://www.focusondisability.org.uk/wheelchair-nhs.html>

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