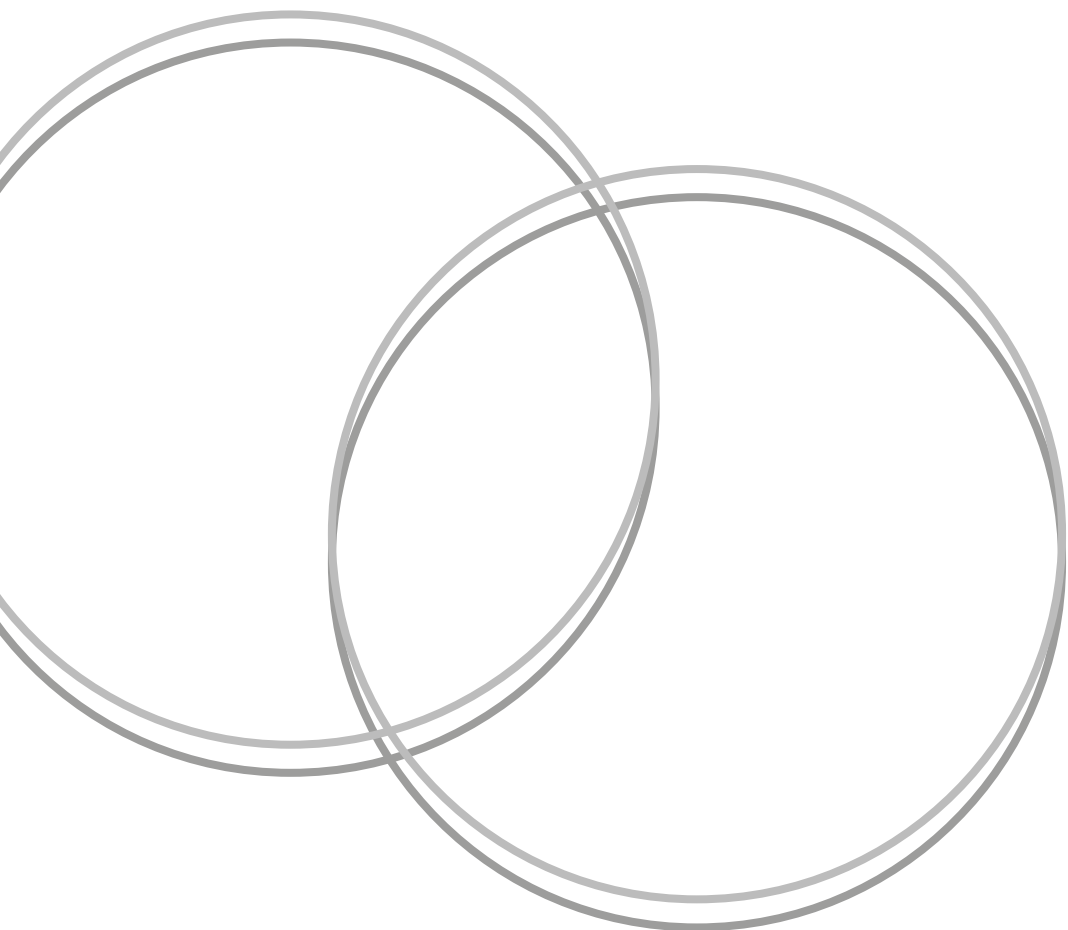




Oxford University Hospitals
NHS Foundation Trust

Welcome to Oxfordshire Wheelchair Service

Information for patients



At Oxfordshire Wheelchair Service we assess the mobility and postural requirements of clients with permanent mobility issues who are registered with an Oxfordshire GP.

We supply wheelchairs, pressure-relieving cushions and associated equipment to support mobility and postural needs.

Your assessment

We may contact you by phone to discuss your needs, and order equipment based on the information you give us.

If you require additional assessment, we may invite you to our clinic to discuss your needs. We prefer to see our clients in our clinic, as this enables us to demonstrate our full range of equipment, and we can sometimes issue equipment directly from stock we hold. It also means our engineers can make full use of our on-site workshop facilities.

If you are unable to travel, due to poor health or lack of appropriate transport, we may visit you at home.

We may also need to visit your home with proposed equipment, to check it is suitable for your home environment.

Your appointment

Please bring with you:

- the **wheelchair** and **cushion** you would like to discuss
- your own **slings**, if you are hoisted
- **food, drink** or **medication** you might need.

If you need any other transfer equipment, please **tell us when booking your appointment** so we can ensure it is available.

If you do not bring the correct equipment with you, it may not be possible to complete your appointment.

At your appointment, our clinicians and engineers will discuss your requirements with you. This may include a postural assessment, during which you may need to lie down on a bed or plinth.

If we need to take your wheelchair to our workshop to make some changes, you may need to spend some time on the bed or in an ordinary chair while we do this.

After your appointment

If we have decided that you need equipment, such as a wheelchair, or modifications to your existing equipment, we will contact you once this is available, and arrange a further appointment for you.

If your needs change, please **contact us** so that we can arrange a review. We do not normally need a new referral, unless we need more information about you from a medical professional.

Contact us

If you have queries about your referral, appointment or the Personal Wheelchair Budget Scheme, please contact us by email:

Email: OWSadministration@nhs.net

If you do not have access to email you can call us.

Tel: **01865 227 273** and select **Option 2**

Please use email if at all possible, as it can take a few days for us to respond to messages left by telephone.

For enquiries about repairs, or to arrange collection or delivery of a wheelchair by the Maintenance Service, please contact:

Oxfordshire Wheelchair Maintenance Service

Tel: **01865 227 273** and select **Option 1**

Find us

Oxfordshire Wheelchair Service

Oxford Centre for Enablement (OCE)

Nuffield Orthopaedic Centre

Windmill Road

Headington

Oxford OX3 7HE

Oxfordshire Wheelchair Maintenance Service

Unit B

17 Pony Road

Cowley

Oxford OX4 2RD

www.ouh.nhs.uk/oce/services/wheelchair-service

Further information

If you would like an interpreter, please speak to the department where you are being seen.

Please also tell them if you would like this information in another format, such as:

- Easy Read
- large print
- braille
- audio
- electronic
- another language.

We have tried to make the information in this leaflet meet your needs. If it does not meet your individual needs or situation, please speak to your healthcare team. They are happy to help.

Author: Jo Bates
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Oxford University Hospitals NHS Foundation Trust
www.ouh.nhs.uk/information



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