



**North West London  
Wheelchair Service**

**Helping us, helping you**

Your voice matters

Service provided by



## Who are we?

AJM Healthcare has over 35 years' experience specialising exclusively in wheelchair services and is the leading provider of NHS wheelchair services throughout the UK.

Our services are designed with customer care as a priority. Our teams provide a genuine caring and holistic approach. We respect your views and tailor your care to your exact needs, wherever possible.

## Sharing your views

We understand that you, your family members, carers and PAs, are at the centre of our services.



By collecting your feedback, we can understand what we are doing well and what we can improve on. Through this connection, we can provide you with important information and support when required. In addition, you will have an opportunity to collaborate and engage with us to develop the services.

## How to get involved

If you are interested in getting involved, please contact your partnership and engagement officer (PEO). The PEO works to connect with service users, families and carers. They organise a number of engagement activities to allow you ample opportunity to share your views and become more involved.

### Service user group forums

Regular meetings are held to provide you with an opportunity to share your experiences regarding the services.

Anybody is welcome to join, including service users, family members and carers.

Meetings are attended by different members of AJM Healthcare's staff and other key stakeholders.

There are other activities where you can get involved.

## Online survey

You can complete our online survey to provide us with feedback on your experiences with the services at:

<https://www.smartsurvey.co.uk/s/AJM-Satisfaction-Survey/>



**If you need us to communicate with you in a different way, or have any other accessibility requirements, please let us know**



## Information hub

Information documents can be provided to facilitate your journey through the wheelchair service.

Signposting information can be provided for those who are seeking alternative sources of wheelchairs.

Details about personal wheelchair budgets (formerly wheelchair vouchers) can be provided.

Specific support can be provided by the partnership and engagement officer, if required.

## Community projects

AJM Healthcare is currently working with different groups and schools to create community projects. This provides an alternative route of expression and helps us to connect with the community.



Artwork by Derbyshire schoolchildren

## Social media

New activities are continually being developed. To keep updated, you can connect with us in the Facebook group:

<https://www.facebook.com/groups/NorthWestLondonWCS/>



You can also keep up-to-date by following us on our social media pages.



**@AJMHealthcareUK**



**@AJMHealthcare**



**/AJM-Healthcare**

## Your partnership and engagement officer

You can invite your partnership and engagement officer to community groups or organisation meetings. Through this connection, information about the services can be provided and views can be collected. In addition, future communication plans can be created to keep your groups informed about the service.

You can contact your partnership and engagement officer directly to share your views or to receive more information or additional support.

For partnership and engagement activities in your area, please contact:

**Sue Harris**  
**Partnership and Engagement Officer**

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**email: [sue.harris@ajmhealthcare.org](mailto:sue.harris@ajmhealthcare.org)**





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Rev 2.0 09/20