

# Service User Guide

Designed to help our service users understand the service we provide.

Created in conjunction with the North West London Wheelchair Service User Forum.

## Introduction

The NHS wheelchair service is contracted out to AJM Healthcare, who provide mobility, specialist seating and pressure care cushions to adults and children with long-term mobility problems.

This service is available to residents who are registered with the following NHS Clinical Commissioning Groups: Central London, West London, Hammersmith and Fulham, Brent, Ealing and Barnet.

AJM Healthcare provides a comprehensive service including clinical assessment, delivery of equipment, repairs and maintenance.

## Our aims and goals

- Our aim is to provide high-quality specialist assessment and provision for wheelchairs, postural mobility seating and pressure care cushions to all people with mobility difficulties across the CCG areas. This service is delivered by a specialist team of staff with skills in a wide range of clinical areas.
- The wheelchair service provides assessments for people with permanent mobility problems (longer than 6 months), including specialist seating for wheelchair users with postural needs.
- The wheelchair service aims to promote and maintain users' independence within their own homes, education, places of work and social settings.
- The user will be supplied with equipment meeting their clinical needs. We are always aiming to reduce the time that our service users wait from the time they are referred for assessment to the time equipment is issued.

## Wheelchair services frequently asked questions

*What are the contact details for the wheelchair service (London Central, North West and Barnet)?*

### **AJM Healthcare**

Unit 3, Abbey Road Industrial Park  
Commercial Way  
Park Royal  
London NW10 7XF

Tel: **0808 164 2040**

Email (General Enquiries): [parkroyal@ajmhealthcare.org](mailto:parkroyal@ajmhealthcare.org)

Email (Referral Forms): [ajm.healthcare@nhs.net](mailto:ajm.healthcare@nhs.net)

*What do I do if my wheelchair doesn't meet my needs anymore and is uncomfortable?*

Please contact AJM Healthcare on the number above and ask for a re-assessment as your needs have changed.

*Do you provide power packs?*

We do not provide power packs; however, we may consider compatible power packs to be fitted to certain wheelchairs with prior written consent. Please contact the service to discuss this further.

Power packs can be very heavy to attach and are not suitable for many clients. It is very important that if you decide to purchase one that you trial it at a reputable shop prior to you deciding to buy.

*Can I take my wheelchair on holiday?*

Yes, but we would recommend you review your holiday or home insurance to cover any accident or loss. If your holiday company request the weight of your wheelchair, it is listed in the handbook provided when the chair was issued.

*What do I do if my wheelchair breaks down on holiday?*

Contact AJM who will help you find a local wheelchair service if you are in the UK. If abroad, please contact the service on your return to arrange repair as required.

*Can I take my chair to the service centre to be repaired?*

We'd be pleased for you to call us and arrange to have your chair fixed or adjusted at our centre.

### *Can I use my chair on all surfaces?*

No; not all surfaces. Care should be taken on loose gravel and grass, which can make moving and braking difficult. Do not attempt to use your wheelchair on sand as the sand and salt could damage the bearings and other moving parts of the chair.

### *How do I return equipment that is no longer needed?*

Please make contact with us at to arrange a collection so that it can be refurbished and returned to stock. We will want to complete the collection within 7 days of your request.

### *Can I sell or give away my chair if I no longer need it?*

No. The chair must be returned to the NHS for reconditioning and re-issue.

### *How do I request a repair to my wheelchair?*

Call AJM Healthcare on 0808 164 2040; we will arrange a suitable time to repair your chair at home.

### *What do I do if my wheelchair breaks down in an emergency situation, e.g. when out shopping or in a country lane, and I am effectively stranded?*

The conditions of loan state that you are responsible for getting yourself and the wheelchair home. In this situation we are not able to provide an emergency service.

### *What do I do if the problem with my wheelchair is an emergency situation that arises out of office hours?*

Call AJM Healthcare on 0808 164 2040; we will arrange a suitable time to repair your chair at home.

### *What are the service standards that I should expect from the repair service – i.e. how long should it take for a repair?*

Repairs should be completed within three days for most wheelchairs, although replacement parts for some complex chairs may take a little longer.

### *There is an annual check for indoor or indoor/outdoor powered wheelchairs. What is checked and who arranges it?*

The annual check will be arranged by AJM Healthcare. The inspection covers a comprehensive list designed to ensure your chair is kept in good condition and is safe to use.

### *Can I take my indoor/outdoor powered wheelchair on the road, as opposed to the pavement or path?*

The wheelchair should only be driven on the road when there is no alternative. It is classified as a pavement vehicle.

### *Do I need to insure my chair?*

Taking out insurance is not mandatory but is a sensible precaution. We would recommend that you take out third-party insurance in case your chair causes accidental damage to something or someone else. Check any existing insurance policies for home or car insurance as you may already be covered – you may be able to add additional cover to your existing policy.

### *Can I make modifications to my chair to suit my needs?*

No. Your chair is designed and set up for your needs. If you need to have anything changed, please contact us.

## Your right to complain

AJM Healthcare welcomes feedback about the wheelchair services we provide on behalf the NHS.

This leaflet provides information on how to raise concerns or make a formal complaint about NHS wheelchair services provided in the following boroughs:

- Westminster
- Kensington and Chelsea
- Hammersmith and Fulham
- Brent
- Ealing
- Barnet

It is important for us to learn from feedback and complaints in order to make the service better for everybody.

### **Our promise**

Staff will not discriminate against any service users, PAs, carers or relatives, and our support will not be compromised if concerns are raised.

### **Your concerns**

If you have concerns about the service, support or equipment being provided to yourself, a relative or friend, please speak with the customer services team. It is likely your concern can be quickly resolved without making a formal complaint.

## Help is at hand

AJM's Health Liaison Officer, Rudi Breakwell-Bos (who is also a service user) is employed by AJM Healthcare to help service users, PAs/carers, parents and family to get the most out of the wheelchair service. Rudi can advocate and support you if you need help.

## Patient Advice and Liaison Services (PALS)

You can also get help from your local PALS team:

Westminster	020 3315 6727 cwpals@chelwest.nhs.uk
Kensington and Chelsea	020 3315 6727 m-pals@chelwest.nhs.uk
Hammersmith and Fulham	020 3313 3322 imperial.PALS@nhs.net
Brent	020 8967 5653 LNWH-tr.PALS@nhs.net
Ealing	020 8967 5653 LNWH-tr.PALS@nhs.net
Barnet	020 8216 4924 bcfpals@nhs.net

## Making a formal complaint

If you wish to make a formal complaint, it is best to do so as soon as possible once the problem has been identified. Your concerns should be raised within 12 months. These timeframes may not apply if there are valid reasons for not making the complaint sooner.

Please put your concerns in writing to:

[ajm.healthcare@nhs.net](mailto:ajm.healthcare@nhs.net)

or:

Complaints Team  
AJM Healthcare  
Unit 3, Abbey Road Industrial Park  
Commercial Way  
Park Royal  
London NW10 7XF

It is important that you provide your full name, address, date of birth and contact information when making your complaint, as this information is required to proceed with the investigation. In your complaint, please provide as much detail as possible about your concerns.

We will acknowledge your complaint within 3 working days and complete the investigation within 25 working days. We will then write back to you with the outcome of our investigation and list the relevant actions arising.

If you are still unhappy with the situation, you may take your complaint further.

You can ask for an appeal which will be escalated to an AJM Director for a review of your case.

Alternatively, you can appeal to the NHS Clinical Commissioning Group for your area, or the Ombudsman, who are completely independent of both the NHS and the government.

Parliamentary Health Service Ombudsman  
Millbank Tower,  
Millbank,  
London,  
SW1P 4QP  
0845 015 4033  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)