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| **Rotherham Wheelchair Service – Q&A** | |
| **Who is eligible for an NHS wheelchair?** | We provide long term wheelchairs to adults and children who are registered with a Rotherham GP and who have the following needs:   1. Have a long term medical condition that directly affects your mobility 2. Need a wheelchair for 6 months + 3. Require the wheelchair to be used on a regular basis |
| **What can I do if I require a wheelchair for short term use?** | The British Red Cross offer short term loan wheelchairs to support patients who have sustained lower limb fractures. See contact details below. |
| **What can I do if I am not eligible for an NHS wheelchair?** | If you are not eligible for an NHS wheelchair you can access the charitable resources link on our Rotherham Wheelchair service  <https://www.blatchfordmobility.com/en-gb/patient-solutions-uk/nhs-clinics/rotherham-wheelchair-clinic-nhs-clinic/> |
| **Can I refer myself for a standard manual wheelchair?** | Yes, from 1st October 2023, you can self-refer for a standard manual wheelchair using the link below:  [Wheelchair Patient Self-Referral Form](https://www.blatchfordmobility.com/en-gb/wheelchair-referral/) |
| **Who can refer me for a non-standard manual or powered wheelchair?** | If your needs are more complex, then we require a referral from your GP or health professional. |
| **Manual Wheelchairs** | |
| **What types of manual wheelchairs are available?** | |  |  | | --- | --- | | 116 Wheelchair Side View High Res Illustrations - Getty Images | **Transit (small wheels)**  These are provided for patients who cannot use their arms to self-propel independently, and are pushed by another person | | Webster 8TRL: General Purpose Folding Back Occupant Propelled Wheelchair -  Webster Wheelchairs | **Self-propel (big wheels)**  These are provided to patients who are able to self-propel their wheelchair independently to move around | |
| **Can I have a lightweight wheelchair?** | If you require a very lightweight standard wheelchair please contact your wheelchair clinician to discuss options available to you including the Personal Wheelchair Budget (PWB). The PWB enables you, with a contribution from the wheelchair service, to buy your own. |
| **What other options are available?** | |
| **Do you offer pressure cushions?** | Yes, a pressure cushion is provided should you require one, the type will be assessed for by the clinical team. A standard cushion is issued with every chair from the service. |
| **Do you provide accessories?** | A standard lap belt is provided with all wheelchairs. For additional accessories please contact the wheelchair service. |
| **Do you provide powered wheelchairs?** | Powered wheelchairs are provided to patients who require the wheelchair indoors or indoors AND outdoors and are unable to mobilise in the home environment with or without mobility aids. **Powered wheelchairs are not provided for outdoor use only.** Your home must be accessible, for example have a fixed ramp to access indoors. You must have good eyesight and be able to read a number plate from 20 metres. This referral needs to come from your GP. |
| **Travel** | |
| **Can I travel seated in my wheelchair?** | Yes, all the wheelchairs from the wheelchair service are crash tested. |
| **Does the service provide headrests for transport?** | Headrests are only provided by the Wheelchair Services for postural needs and will not be provided for transportation only. |
| **Can I take my wheelchair on holiday?** | Yes, if it is covered by your holiday or home insurance.   If your holiday company request the weight of your wheelchair, it is on the manufacturers label on the frame. |
| **Waiting Times** | |
| **When will I get my wheelchair?** | If there is a suitable wheelchair in stock, then you can take it away with you immediately or it will be available for collection the same day, or we can arrange delivery to your home within 5 working days.  If we need to order a wheelchair, your wheelchair team will advise you how long this will take. |
| **Repairs** | |
| **My wheelchair is broken,**  **what do I do?** | Please contact the wheelchair service and we will arrange for our approved repairer Ross Care to visit you at home. |
| **What don’t the wheelchair service provide?** | |
| **What don’t we provide?** | **We do not provide the following:**   * outdoor ONLY powered wheelchairs * mobility scooters * tricycles * sports wheelchairs * attendant-controlled powered wheelchair * transit wheelchairs for use in nursing or care homes * accessories such as waterproof covers, sun shades or lights.   If you require any of the above, you will need to purchase independently or use the charitable links on our website.  <https://www.blatchfordmobility.com/en-gb/patient-solutions-uk/nhs-clinics/rotherham-wheelchair-clinic-nhs-clinic/> |
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| **I live in a care home and require a transit push wheelchair – am I eligible?** | We are unable to provide transit push wheelchairs for care homes. Care homes will normally provide these for you. |
| **What happens if my condition changes and/or the wheelchair no longer meets my needs?** | You can contact us directly or be referred by a health professional providing details of how your condition has changed and what aspects of your wheelchair no longer meet your needs. We will review your needs and in partnership with you agree an appropriate plan. |
| **Can I sell or give away my wheelchair if I no longer need it?** | No. If you have an NHS wheelchair, then the wheelchair must be returned to the NHS for reconditioning and reissue. |
| **Contact Details - Rotherham Wheelchair Service** | |
|  | **Address:**  Rotherham Equipment and Wheelchair Service (REWS) Eastwood Trading Estate Chesterton Road  Rotherham  S65 1SU  **Phone:** 01709 916889 option 1 then 3  **Email:** [cabsl.rotherhamwheelchairservices@nhs.net](mailto:cabsl.rotherhamwheelchairservices@nhs.net) |
| **Useful Contacts** | |
| **British Red Cross** | Provides a variety of short term loan wheelchairs for hire  01709 870190  <https://www.redcross.org.uk/get-help/hire-a-wheelchair> |
| **Door to Door**  **Rotherham Community Transport** | Transport for your community, enabling people to live independently, participate in their community and to access education, employment, health, social care and other services.  Services include: Shopper Bus – Dial-a-Ride – Travel for Health or Social Care – Group Travel for schools and community groups.  General Enquiries: 01709 516092  Booking Centre: 01709 517100  <https://www.door2door.org.uk/> |
| **RotherHive** | RotherHive provides a range of verified practical mental health and wellbeing information, support and advice for adults in Rotherham <https://rotherhive.co.uk/> |
| **Yorkshire Ambulance Service**  **Patient Transport** | <https://www.yas.nhs.uk/our-services/patient-transport-service-pts/> [Your journey with YAS | Yorkshire Ambulance Service](https://www.yas.nhs.uk/our-services/patient-transport-service-pts/your-journey-with-yas/) |
| **Right to Travel** A screenshot of a computer  Description automatically generated | The “Right to Travel UK” campaign has been set up by the National Wheelchair Managers Forum (NWMF) to provide support to our wheelchair users requiring wheelchair or buggy repairs when outside of their home area. <https://www.wheelchairmanagers.org.uk/downloads/NWMF-Right-to-Travel-Leaflet-2020.pdf> |