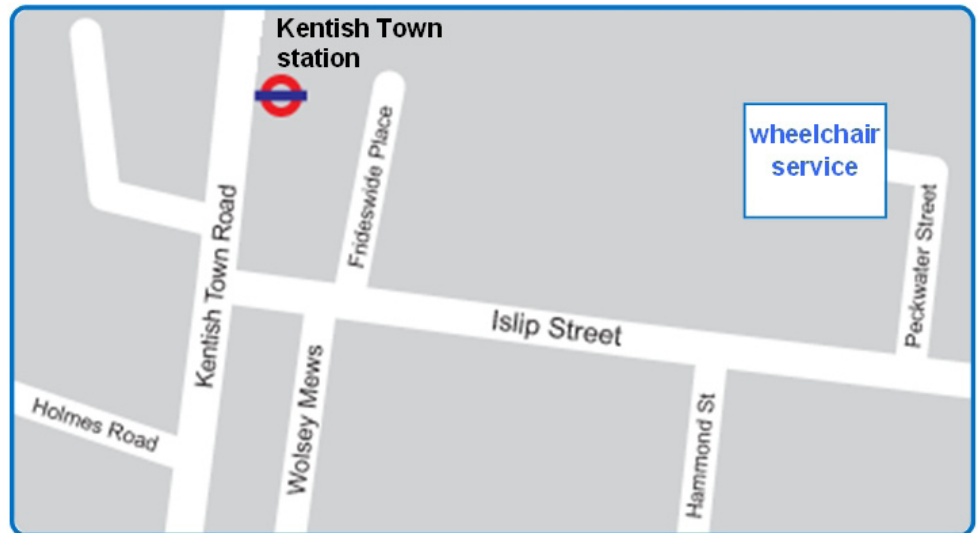




The wheelchair service

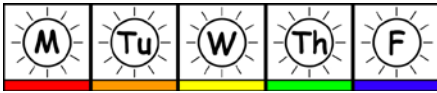
Easy read information for people in
Camden and Islington



The Peckwater Centre
6 Peckwater Street
London NW5 2TX

About the wheelchair service

We are open



- **Monday to Friday**
- **9am to 5pm**



Our phone number is
020 3317 5040

and you can phone us

- from **9am to 11am**
- from **1pm to 5pm**

Our team has

OT



- **OTs**
 - they find out how much you can do for yourself and where you need support
- **physios**
 - they make sure you can sit well and do not get pressure sores
- **rehab engineers**
 - they make sure your wheelchair fits together properly and is safe

We have



- manual wheelchairs
- powered wheelchairs

Using the wheelchair service



You can use the wheelchair service if

- you have a disability that lasts a long time and makes it hard for you to walk

and



- you are registered with a GP in **Camden** or **Islington**

You must ask one of these people to fill in a referral form to tell us you need our service



- your GP
- a community nurse
- a social worker
- an OT
- a physio
- a therapy assistant



We will do an **assessment** to find the right wheelchair for you.



We may need to visit you **at home**.

This is to see if we need to change anything for you to use your wheelchair.



Some people can use an NHS voucher to give them a bigger choice of wheelchairs.



If you want to find out more about the NHS vouchers, please ask us about this.



If you need help to get to our clinic, ask us about our **transport service**.



After your first assessment, we will tell you when you will get your wheelchair.

Getting your wheelchair



You will get **1** wheelchair if you need one that is pushed by hand (a **manual wheelchair**)



You will get **2** wheelchairs if you need a powered wheelchair.

1 will be powered and the other will be manual to use if the powered one is not working.



We can deliver most wheelchairs **3 to 6 weeks** after your assessment.



We will let you know

- if we can deliver your wheelchair(s) to your **home**

or

- if you need to collect them from our **clinic**



We will set up the wheelchair for you.

We will show you how to use it.

You will also get a handbook about your wheelchair.



Repairs

The company we use to repair wheelchairs is called **AJM Healthcare**.



They will repair your wheelchair free of charge.

Jasmin Baines
16 High Street
Sunnyfield
PT1 1AB

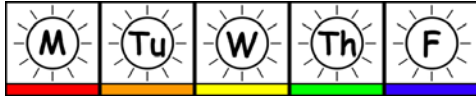
If you phone up for a repair, you need to tell them:

- your name and address
- the model and type of your wheelchair
- which part needs fixing





You can phone AJM
Healthcare:

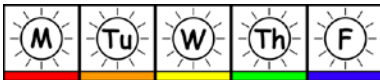


- Monday to Friday

from **8am** to **11pm**



If your chair **breaks down** and you need an emergency
repair, you can phone AJM Healthcare



- Monday to Sunday between 5pm and 11pm



and they will help you



AJM Healthcare's phone number is:

020 3815 6444



Contact the wheelchair service at:

**The Peckwater Centre
6 Peckwater Street
London NW5 2TX**

020 3317 5040



candi.wheelchairservice@nhs.net



You can contact us to

- make an appointment
- replace or adjust your wheelchair or cushion
- give back a wheelchair you don't need
- tell us if you have moved

We can give you advice on pushing, driving and handling your wheelchair

We **do not** provide

- wheelchair gloves
- capes
- raincovers

The **Disabled Living Foundation** can tell you where to buy these

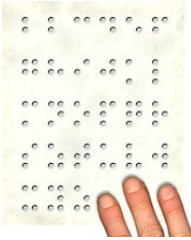
Their phone number is

020 7289 111

dlfinfo@dlf.org.uk

Please tell us if you need this leaflet

**BIG
words**



- in larger print
- on audio CD
- in Braille
- in another language



Keeping your health notes private

- we will keep your health notes private
- we can tell you about how we keep your notes safe
- we can tell you how you can see your notes



If you have any complaints, compliments or comments, please contact:

The Patient Support Service

The Patient support service would like to know what you think of our service

You can tell them what you think online at:
www.cnwl.nhs.uk/feedback



- by phone

0300 013 4799



- by email

feedback.cnwl@nhs.net