

Frequently asked questions about Staffordshire Wheelchair Service

Easy read

How long will I have to wait for my wheelchair or accessories?



The Staffordshire Wheelchair Service is **commissioned** (paid for) by NHS Staffordshire and Stoke-on-Trent Integrated Care Board.



We will give equipment to the most urgent cases first. The [Eligibility Criteria](#) document explains the services and equipment choices that we offer, and who may have them.



At the moment, some people are waiting longer than **18 weeks** for their wheelchairs. We are doing all we can to get equipment to the people who need it.

What happens when you get my referral?



The **clinical team** look at the information and use the **eligibility criteria** to decide what happens next.



- You may join a waiting list for an appointment to talk to someone in the clinical team about your needs.

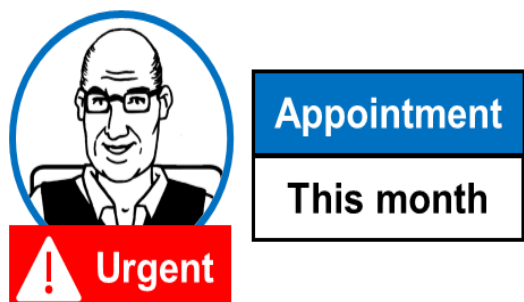


- Or we may be able to arrange for our **Field Service Engineer team** to hand over your equipment. This can be done without needing to see the clinical team.

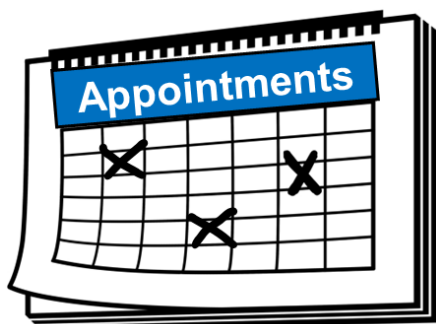


If you are **not** eligible for any equipment from the Wheelchair Service, we will send you a letter and a leaflet with information about other services that could help.

How long will I have to wait for an appointment?



We will give appointments to the most urgent cases first.



There may not be many dates available for some specialist appointments.



For example, for a complex power chair assessment or specialist seating, a **specialist clinician** from the company that makes the equipment may also need to be at the appointment.



If it has been **8 to 10 weeks** since you were referred and you have not been given an appointment date, please call us to ask where you are on the waiting list.
Call **0808 175 3996** between 8am and 6pm, Monday to Friday.

Why can you not tell me when my equipment will be delivered?



As well as the delays we are facing at the moment, there are lots of other things that can affect the delivery date.



- If the equipment is very specialist or unusual, the clinical team may take longer to research and agree on what needs to be ordered. They may also need help from other members of staff.



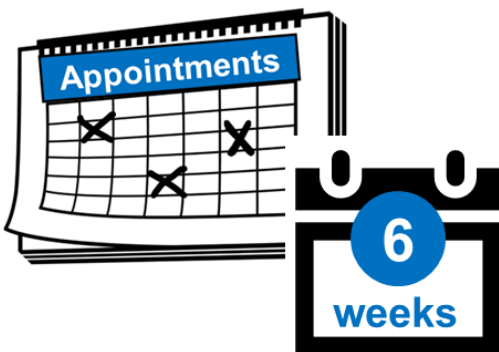
- Before we can order the equipment, we have to wait for the **supplier** (the company that sells the equipment) to confirm the price and answer any of our questions.



- The items or parts may not be **in stock** (available) when we want to order them.



- It may take time to arrange the handover appointment with the right members of the team in the right place.



- We usually book our appointments up to **6 weeks** ahead.

Why do you not have all the wheelchairs in stock?



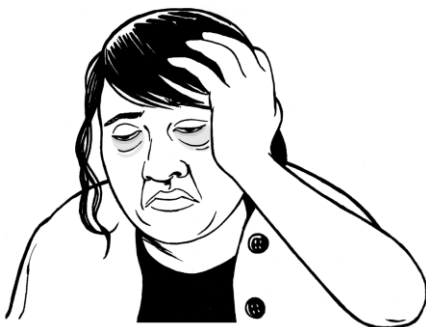
We can provide lots of different types of equipment:

- Basic wheelchairs and buggies
- Complex powerchairs
- Made-to-measure specialist seating.



We do have some chairs and parts in stock, but they often need to be adjusted to fit a person's individual needs. So we usually order the right item for them instead.

What should I do if anything changes or my condition gets worse?



Please contact us if:

- Your needs have changed
- Your condition has got worse
- You are in any discomfort.



Email ssotwheelchairservice@ajmhealthcare.org and someone from the team will contact you.



If you do not have email, please call **0808 175 3996** between 8am and 6pm, Monday to Friday.

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