Camden and Islington Wheelchair Service
Information for clients
About the wheelchair service

Our team of clinical and clinical support staff offer a range of services including:

- Specialist wheelchair and postural assessments
- Prescription and provision of wheelchairs, cushions and postural support.

We do not fund power packs. If you are going to have a power pack fitted to your chair from our service, please contact us for more information.

User groups

Our user group meetings are held quarterly. It is a chance to network with other people who use the service, share your experiences and for you to help to improve the service. If you would like to attend, please contact us for more information.
Accessing the service

You can access the service if:

• You have a long-term physical disability that limits your mobility and;
• You are registered with a Camden or Islington GP.

Children, young adults and adults are eligible.

You can be referred by:

• Occupational therapists
• Physiotherapists
• Therapy assistants
• GPs
• Community nurses
• Social workers.

If you have already received equipment from the service, you can contact us directly to request a review.

Assessment

We will carry out an assessment to find out the most appropriate chair for your needs.

Assessments are usually made by either:

• A community or hospital-based therapist
• A therapist from the wheelchair service.

If you have complex needs then you will be assessed and given priority booking. We may also need to visit you at home to assess your home for wheelchair accessibility. Some clients are eligible for the NHS voucher scheme which offers a wider choice of wheelchairs. Please speak to us for further information.

A limited transport service for clients attending the clinic is available. Please contact us for more information.
Receiving your wheelchair

You will be entitled to one wheelchair, unless you are given a powered wheelchair in which case you will receive an additional standard manual chair. This is supplied as a back-up for emergencies. After your initial assessment, your therapist will advise on a delivery date for your wheelchair.

Standard chairs are usually delivered three-six weeks after assessment. They can either be delivered to your home address or collected from the wheelchair clinic at the Peckwater Centre.

When we give you your wheelchair, we will make any necessary adjustments and explain to you how to use your chair. A manufacturer’s handbook is also supplied.

Support and repairs

Repairs are made free-of-charge by AJM Healthcare, our approved repairer. The repair service operates within Camden and Islington boroughs only and is not able to carry out roadside recoveries.

You should have the following details ready when you contact AJM Healthcare:

- Your name and address
- Wheelchair model and type (if known)
- Nature of repair required.

If you do not have a back-up wheelchair, AJM Healthcare has an emergency service which operates Monday-Sunday between 5pm and 11pm (including bank holidays).

You can contact AJM Healthcare, Monday to Friday, 8am to 11pm:

Tel: 020 3815 6444
Fax: 01323 849707

You can also email a request to: candi@ajmhealthcare.org
Contact us

The Peckwater Centre
6 Peckwater Street
London NW5 2TX

Opening hours:
Monday-Friday, 9am – 5pm

Tel: 020 3317 5040
Fax: 020 7485 5306
Email: candi.wheelchairservice@nhs.net

You can contact us directly to:
• Book or confirm an appointment
• Replace or make adjustments to your wheelchair or cushion
• Return a wheelchair that is no longer needed
• Tell us if you have changed address or your situation has changed.

We can also offer advice on pushing, driving and handling your wheelchair. We are not able to offer individual advice about buying private wheelchair equipment.

Unfortunately, we are not able to provide wheelchair gloves, capes or rain covers. The Disabled Living Foundation offers advice on where you can buy these accessories:
Tel: 020 7289 6111 or 0845 130917
Email: dlfinfo@dlf.org.uk

Confidentiality

Use of personal data is protected by the Data Protection Act 1998. For information about accessing your health records please contact our Information Governance Team on 020 7685 5954.

Tell us, we’re listening!

Our staff want to know how they are doing. You can tell us what you think at www.cnwl.nhs.uk/feedback then we’ll know what to do.

If you are happy with the service you have received and would like to give the team a compliment, please speak to a member of staff or contact our Patient Support Service.

If you are unhappy with our services, please speak to the service manager in the first instance. If this does not resolve your problem, please contact our Patient Support Service on 0300 013 4799 or at feedback.cnwl@nhs.net