

Comments, Compliments and Complaints

We are continuously looking at ways to improve our services. As a patient, relative or carer we are grateful for any comments, suggestions, compliments or complaints you may have. You can:

- Talk to the staff directly involved in your care
- Fill in the paper feedback form
- Feedback to IWantGreatCare (our code is **3016**)
iwantgreatcare.org/trusts/berkshire-healthcare-nhs-foundation-trust
- Complete a short electronic Patient Survey, available from staff
- Contact the Patient Advice and Liaison Service (PALS). PALS offers free, confidential advice, support and information on all health-related matters.

Patient Advice and Liaison Service (PALS)
Prospect Park Hospital
Honey End Lane
Tilehurst
Reading RG30 4EJ

Tel: 0118 904 3467
0791 713 8965

Email: PALS@berkshire.nhs.uk

Opening Hours: Monday-Friday,
09:30am-4:30pm (excluding Bank Holidays)



www.berkshirehealthcare.nhs.uk

How to contact us

The East Berkshire Specialist Wheelchair Service

3-4 Abell Gardens

Maidenhead

Berkshire SL6 6PS

Tel: 0118 904 3222

Email: berkseast.mobility@berkshire.nhs.uk

Website: www.berkshirehealthcare.nhs

Opening Hours: Monday-Thursday
9:00am to 5:00pm, Friday 8.30am-4:30pm
(excluding Bank Holidays)

Approved Repairer:

Rosscare

Tel: 0333 999 2593 or 0333 234 0303

Opening Hours: Monday-Friday,
8:00am to 5:00pm

Out of Hours Emergency Repairs:
7:00-8:00am and 5:00pm-11:00pm

Weekends and Bank Holidays:
7:00am-11:00pm

Accessible Information

Anyone using our services including families and their carers can access information in this leaflet in various formats including larger print, easy read or BSL. Please call **0118 904 3222**.



Berkshire Healthcare
NHS Foundation Trust

East Berkshire

Specialist Wheelchair Service



Information Leaflet for
Patients, Relatives and Carers

About our service

Working under the Service Manager, our team includes experienced wheelchair therapists, technicians, engineers and administrators.

Our service is available to adults and children whose ability to walk is compromised by a disability or medical condition.

We don't provide wheelchairs if you only need to use one outdoors or for a short period of time, and we don't provide mobility scooters.

Accessing the Service

You will initially need a referral to our service from your GP or other health professional (nurse, physio, social worker or OT). Once you are known to our service, you can self-refer any time.

Facilities at Abell Gardens

- Step free access
- Wheelchair training ramp
- Fully equipped disabled WC
- Car parking/Blue Badge spaces
- Ceiling track hoists
- Porter wheelchair

What happens next?

You will be offered an appointment at our clinic. (You are welcome to bring a friend or family member with you.) In special circumstances a home visit is possible.

To reschedule, or request a chaperone or translator, or if you have any other prior questions, please call us on **0118 904 3222** and we will be happy to help. Please don't attend if you are feeling unwell on the day.

During the appointment you will be able to talk about your needs and requirements with the therapist. The therapist will take some measurements and may carry out a postural assessment. From this s/he will evaluate which is the most suitable wheelchair for you. Appointments generally last about an hour but this does vary.

As we can only store a small number of wheelchairs on site, we usually need to order in your new chair. This can take 8-12 weeks to arrive. The Admin Team will be in touch to book a second 'handover' appointment.

There is a Voucher scheme which contributes part of the cost if you would rather choose a wheelchair from our approved suppliers list. (This will become the Personal Wheelchair Budget scheme in the near future).

What shall I bring?

Please bring any medication, snacks and drinks you may need while you are here. If you already have a wheelchair, please bring it with you.

I don't drive, how can I get to my appointment?

If you need Transport for your appointment and you are eligible, this can be arranged with the **South-Central Ambulance Service (SCAS)** on **0300 100 0015**.

Bus - The nearest bus stops can be found in **Cranbrook Drive (west end)** and **Dorchester Close**, about 8 minutes walk from the Service, route 9, Thames Valley Buses.

Our Approved Wheelchair Repair Service

It will be your responsibility to take good care of your wheelchair and keep it clean. However, all equipment provided by our Service is repaired and maintained for you free of charge by our approved repairer, **Rosscare**. If you notice a fault, you will be able to contact them on **0333 234 0303**.

