



## Frequently Asked Questions

### Why are you changing to a different wheelchair service?

It is good practice to review contracts to ensure services are of the highest quality and that we are getting best value for money for the NHS. It provides us with an opportunity to re-assess the needs of our local population and determine whether they are receiving the most appropriate services.

Patients will see no changes to eligibility criteria for their mobility products and the new service will be offered in line with a national Wheelchair Charter established by the Wheelchair Leadership Alliance.

### Who are Ross Care and Blatchford?

Ross Care will be responsible for managing the new wheelchair service, taking over from Sherwood Forest Hospitals Foundation Trust in September.

Blatchford specialise in clinical rehabilitation and will be responsible for carrying out patient assessments.

Ross Care has been working in partnership with Sherwood Forest Hospitals Foundation Trust for more than seven years to provide a delivery, collection, repair and maintenance service.

Ross Care is the largest private Approved Wheelchair Repairer in the UK working with NHS Trusts & Local Authorities. They currently provide a delivery, collection, repair and maintenance service to over 100,000 Service Users across the Midlands & North of England including Birmingham, Cheshire, Liverpool, Manchester & Leeds. Ross Care have over 60 years' experience in supporting the needs of wheelchair users & rehabilitation services. Ross Care is the current Approved Wheelchair Repairer for the area.

Blatchford is a world leading rehabilitation provider with clinical expertise in special seating and wheelchairs in addition to prosthetics & orthotics. They provide clinical services to the NHS in the UK and internationally, with 125 years of innovation and expertise behind them. They carry out comprehensive assessments involving all members of the patient's team including their family, carers, therapists, rehabilitation engineers and seating clinician as an approach focused on getting it "right first time".

### Will I have to give back my equipment to Sherwood Forest Hospitals?

No. Current wheelchair users will not lose their current wheelchair or other mobility products.

Wheelchair users will retain their existing wheelchair unless there is any significant change in their health needs requiring a review earlier than planned.

### Where will wheelchair assessments be undertaken?

The Wheelchair Assessments will continue to be undertaken from the existing location at: Mansfield Community Hospital, Stockwell Gate, Mansfield, NG18 5QJ

Deliveries, Repairs & Maintenance will be serviced from:  
Ross Care, Unit 4, 5 Lockside Road, Navigation Park, Leeds, LS10 1EP

### **Who should I contact to arrange a clinical assessment?**

Blatchford will deliver the clinical service, ensuring you are welcomed by their customer service administrators before being attended to by their clinicians. The team will assess your needs and ensure the timely delivery of equipment.

To arrange a clinical assessment please contact Blatchford on 01623 785076.

To enquire about deliveries, repairs & maintenance call Ross Care on 0113 277 7007.

### **When will the service be available?**

Ross Care are open Monday to Friday all year except public holidays, between the hours of 08.30 and 17.00. Outside of these hours an emergency message service is in operation for people who require an emergency repair to their wheelchair. In this event, patients are to call Ross Care on: 0113 277 7007.

### **How will appointments be arranged?**

Ross Care will make every reasonable attempt to contact patients to arrange an appointment for all visits. For home appointments (such as for repairs) the appointment will be planned to fall within a designated four hour period.

### **How will I be able to identify the staff of Ross Care and Blatchford?**

All Ross Care and Blatchford staff will wear identification badges.

### **What are the timescales for repairs to be undertaken?**

Once Ross Care has been notified that repairs are required a visit must be made to the patient within three (3) working days, except where you agree otherwise or in the event of an emergency. The request will be made by the patient and does not have to come via the GP. It is the patients' responsibility to keep the wheelchair clean.

### **What are the timescales for responding to emergency repairs?**

Where a repair is deemed to be an emergency Ross Care will respond within 24 hours. Where the call is made outside normal working hours to the Emergency message service (0113 277 7007), Ross Care will ring back within the hour and agree appropriate action with the patient.

### **Will I be shown how to use equipment?**

When equipment is delivered it will be demonstrated to the patient. Any prescribed accessories will be fitted by Ross Care.

### **How should I arrange the return of equipment?**

If a wheelchair is no longer required, Ross Care should be contacted and arrangements will be made to collect the wheelchair and all accessories.

### **Who should I contact if my wheelchair is not suitable?**

If you feel that your wheelchair is not meeting your needs, you should contact Blatchford on 01623 785076.