

Wheelchair Services – Independent Voucher Scheme

Wheelchair Independent Voucher Scheme

This leaflet explains the NHS Independent voucher scheme and tells you how it works and who can use it.

Wheelchair Services

If you are entitled to an NHS Wheelchair our qualified and experienced Therapists will carry out a clinical assessment to determine the appropriate prescription to meet your individual clinical needs.

We will discuss your needs and then provide your mobility equipment free on loan. This includes manual and powered wheelchairs, Children's buggies and full postural and pressure management systems.

We will review your needs regularly and support you as these change by adapting or replacing your equipment.

All of this is covered by our repair service offering reassurance in case of faults.

What is the Wheelchair Independent Voucher Scheme?

The voucher scheme was introduced to give Patients more choice about the equipment you receive.

Instead of receiving your equipment and repair service from us, you can choose to take a voucher towards the cost of purchasing your own equipment from your choice of reputable supplier.

How does the scheme work?

After we have carried out your clinical assessment we will discuss if the voucher scheme is appropriate for you and explain how it works in more detail. You then have time to think about what you would like to do.

What would I be responsible for?

If you opt into the scheme you will receive a voucher for the cost of the equipment we would have provided for you at NHS costs. You can redeem this voucher with a supplier and pay any difference yourself. You should find out how much this would cost especially if you have non-standard elements as these costs can be quite high.

Your voucher includes an allowance for repairs and maintenance which you would be responsible for and should make sure the supplier will provide.

You will need to sign an agreement which explains your responsibilities and sets out the instructions for the supplier you choose to use. We will explain these fully to you.

You are responsible for keeping the equipment in a good state of repair and for the cost of any repairs which would include labour and parts. You might also expect to pay for labour for repairs or faults within the warranty period.

The Supplier is responsible for ensuring your choice of equipment meets with prescription we have given you and for providing you with repairs and maintenance outside of the manufacturers warranty period.

We will provide you with a list of local suppliers but the choice of supplier is yours and you should make sure they will provide you with the appropriate level of care and support for your needs.

Inclusion in the list of local suppliers does not imply any recommendation from Airedale NHS Foundation Trust and all information is provided without legal responsibility. We strongly advise that any suppliers you choose operate within the industry code of conduct such as British Healthcare Trades Association BHTA. You can find our more at www.bhta.net

Do I need to know anything else?

We will help you understand the voucher scheme and any risks as they may apply to you. We would advise against the independent voucher option if you have very complex needs and we do not provide vouchers for any powered wheelchairs or accessories.

We remain responsible for assessing your clinical needs and if you think your needs or circumstances change at any time you can be reassessed and we can decide if you need a different wheelchair or if you need a new voucher.

We undertake rigorous testing and product evaluation with the Wheelchair suppliers we use to ensure the very broad range of quality equipment we offer is the best we can and will meet your needs comfortably. All of our equipment is crash tested and must meet very high quality and safety standards.

If you are unsure about any aspect of the options available please ring us and we will happily talk you through it.

For further information please contact us :-

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We are open Monday to Friday 830 - 430