

Patient information

Voucher Scheme Prosthetic and Wheelchair Centre

Therapies

Your Choices

❖ Independent Option

You will receive a voucher to the value of the NHS wheelchair that meets your clinical need and an added amount to cover maintenance and repair.

You may then contribute to the cost of a more expensive wheelchair of your choice. You will own the wheelchair and be responsible for its maintenance and repair.

VAT is not payable on this option as you will own the wheelchair.

❖ Partnership Option

You will receive a voucher to the value of the NHS wheelchair that meets your clinical needs.

You may then contribute to the cost of a more expensive wheelchair from a range selected by ourselves. We will retain ownership of the wheelchair and be responsible for its maintenance and repair.

VAT is payable on this option as we will own the wheelchair.

❖ Standard NHS Provision

You do not have to opt into the voucher scheme. You can choose instead a wheelchair that is prescribed for you.

Your questions answered

How do I get a voucher?

An assessment of your needs will be conducted by staff at the wheelchair centre, who will give you a prescription to take to an authorised supplier who has chosen to participate in the scheme.

How much will the voucher be?

This will be determined by the wheelchair you would be issued with if you choose to accept the NHS provision.

How much money will I have to contribute?

This will depend on the wheelchair you select. Staff at the wheelchair centre will be able to give you an idea of what the relative prices might be.

You must remember that if you go for the independent option you will have to bear the costs of any future maintenance.

Where do I go to buy my wheelchair?

You will be given a list of authorised suppliers who are participating in the scheme. You may go to them or arrange for a home visit.

You may wish to consider suppliers who are not on the list, but may participate in the scheme, if they are happy to agree with the terms and conditions of the scheme.

Can I choose any wheelchair?

If you choose the partnership option, you will be able to choose from a range selected by staff at the wheelchair centre.

If you choose the independent option, you may choose any wheelchair. In both cases the wheelchair must meet the specification of your prescription from the wheelchair centre.

How long will the voucher wheelchair last?

You will be told this when you get the voucher wheelchair, but it is usually five years.

You will not be issued with another voucher before the end of this time unless your needs have significantly changed beyond your control.

Can I purchase a less expensive wheelchair and receive a cash refund?

No. There will be no opportunity to receive cash in lieu of voucher monies.

- Pressure relieving cushions, special seating, powered wheelchairs and special needs buggies, will continue to be provided by the NHS and will not be available under the voucher scheme.
- Repairs for wheelchairs purchased under the partnership options will be undertaken by the authorised repairer, which is currently **Ross Care (Tel: 0151 653 6000 Text Phone Number: 18001 0151 653 6000)**.

Feedback

Your feedback is important to us and helps us influence care in the future.

Following your discharge from hospital or attendance at your outpatient appointment you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt out at any point. Your co-operation is greatly appreciated.

Further information

Prosthetic and Wheelchair Centre

Lower Lane

Liverpool L9 7AL

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Text phone number: 18001 0151 529 3100

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All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

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體、音頻、盲文、穆恩體 (Moon) 盲文和電子格式，敬請索取。

در صورت تمایل می‌توانید کلیه اطلاعات تصویب شده توسط اتحادیه در رابطه با بیماران را به اشکال مختلف در دسترس داشته باشید، از جمله به زبانهای دیگر، به زبان ساده، چاپ درشت، صوت، خط مخصوص کوران، مون و بصورت روی خطی موجود است.

زانیاری پیوه‌ندیدار بهو نه‌خوشانه‌ی له‌لایمن تراسته‌وه په‌سهند کراون، نه‌گمر داوا بکریت له فورماته‌کانی تردا بریتی له زمانه‌کانی تر، نیزی رید (هاسان خویندنه‌وه)، چاپی گهوره، شریتی ده‌نگ، هیلی موون و نه‌لیکترۆنیکی هه‌یه.

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Dhammaan warbixinta bukaanleyda ee Ururka ee la oggol yahay waxaa marka la codsado lagu heli karaa nuskhado kale, sida luqado kale, akhris fudud, far waaweyn, dhegeysi, farta braille ee dadka indhaha la', Moon iyo nidaam eletaroonig ah.