

## Patient information

### Wig Provision

#### Therapies Department

You have been referred for supply of a wig. This leaflet will give you more information about your entitlement and the process you will now follow.

#### Entitlement

For long term hair loss, we will normally supply two synthetic wigs, which will be replaced annually. If you have a sensitivity to acrylic, you may be offered a monofilament wig. Only in the case of a documented allergy to acrylic will you be offered a real hair wig. Real hair wigs are replaced every three years. In cases of short-term hair loss, or if you are receiving treatment for cancer, you will be entitled to one wig.

Should you want a more expensive item than that provided by the NHS, you will need to pay the difference in cost.

#### Repair and maintenance.

You will be required to maintain your wig, including cleaning. Your wig supplier will provide you with information about how to look after your wig.

#### Suppliers

You must obtain your wig from an approved NHS Supplier. The suppliers currently used by the Trust are:

- The Wiggins (Trendco), Penny Lane L18 1DF 0151 733 5826
- Crown 'n' Glory, Rice Lane L9 1AD 0151 525 0543
- Hair Fairy (online only) 0151 428 8881
- Locks & Co, 183-185 Lord Street, Southport PR8 1PF 01704 541060
- Morgans Wigs, 29-31 Lower Bridge Street, Chester, CH1 1RS 01244 637360

If you wish to attend a supplier not on this list, please do contact us as we may be able to support this.

If you live in the local area but are discharged from the Trust, as long as you have been referred for lifelong supply of a wig we will continue to manage your wig provision. Please contact the department to arrange further supply when the appropriate time period has expired.

If you are discharged from the Trust and live outside of the Liverpool/Sefton/Knowsley area, you will need to ask your GP to refer you to the appropriate local service to access ongoing wig supply. You will then obtain your wigs via your local hospital, you should still have access to your preferred wig supplier.

## **Prescription charges**

Charges are applicable to all wigs unless you are exempt from payment. If you are not exempt, you will be asked to pay the prescription charge and the NHS will fund the remainder of the cost of the wig.

Please see **[www.nhs.uk/nhs-services/help-with-health-costs/wigs-and-fabric-supports-on-the-nhs/](http://www.nhs.uk/nhs-services/help-with-health-costs/wigs-and-fabric-supports-on-the-nhs/)** for up to date prescription charges.

Prescription charges are applicable to all patients unless you have a valid HC2 (full help with health costs) or HC3 (limited help with health costs) certificate.

HC2 certificates entitle you to free NHS wigs. HC3 certificates will show how much you need to pay towards health costs including wigs. If you do not have a HC2 or HC3 certificate but believe you are medically exempt you must complete a HC1 form available from the Department of Health, tel number 0845 850 1166, or download from **[www.nhsbsa.nhs.uk/nhs-low-income-scheme](http://www.nhsbsa.nhs.uk/nhs-low-income-scheme)**.

You do not need to fill out a HC1 if you or your partner are:

- getting income support.
- getting pension credit (guarantee credit).
- getting income-based jobseekers allowance.
- getting income-related Employment and Support Allowance.
- get Universal Credit and meet the criteria.
- are named on or entitled to a valid NHS tax credit exemption certificate – if you do not have a certificate you can show your award notice, you qualify if you get Child Tax Credits, Working Tax Credits with a disability element (or both) and have income for tax credit purposes of £15,276 or less.

These benefits or tax credits already entitle you to full help with health costs.

If you have a prescription prepayment certificate (PPC), this is only valid for prescription medication and not for wigs.

If you have a medical exemption certificate, this is also only valid for medications and not for wigs.

## What do I do now?

- If you need to pay a prescription charge for your wig, please do this via the Cash Office. You can pay in person on any hospital site, by cash, cheque or card. You can also pay by card over the phone on 0151 282 6266 (Broadgreen Hospital) or 0151 529 3210 (Aintree Hospital).
- The trust also has a secure online payment portal that you can use to pay your prescription charge: **[www.liverpoolft.nhs.uk/e-payments](http://www.liverpoolft.nhs.uk/e-payments)**.
- The team managing your referral will advise you of the amount you will need to pay. On accessing the portal you will need to choose 'Other Payments', then 'Other' and in 'Payment for' please put 'Wig Broadgreen' or 'Wig Aintree'.
- Once the department receives proof of payment they will process your voucher and send it to your preferred wig supplier.
- If you are exempt from the prescription charge, please let the appropriate department know; Broadgreen on 0151 706 2760 or Aintree on 0151 529 3100 and be prepared to show proof of your exemption to the department.
- If you are unsure or have any further questions, please contact the relevant department on the phone numbers above.

## 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

**[www.nhs.uk/nhs-services/help-with-health-costs/wigs-and-fabric-supports-on-the-nhs](http://www.nhs.uk/nhs-services/help-with-health-costs/wigs-and-fabric-supports-on-the-nhs)**

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**Orthotics Department Broadgreen  
Telephone: 0151 706 2760**

**Prosthetics Centre Aintree  
Telephone: 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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