

## **Transfer of the Wheelchair Service**

### **Frequently Asked Questions (FAQs)**

As a client registered with the Surrey Wheelchair Service a new organisation will be providing the service from 1 July 2020. Between now and 30 June, there will be no changes to your service and you can continue to access services as you do now

Millbrook Healthcare is a specialist provider of wheelchair services and mobility equipment across the UK. It has been awarded a five year contract to provide wheelchair services across Surrey and North East Hampshire from 1 July 2020 following a competitive procurement led by NHS Surrey Downs CCG on behalf of the other CCGs in Surrey<sup>1</sup> and North East Hampshire.

A broad range of wheelchair service users, carers and clinicians from across Surrey and North East Hampshire were involved in designing the new provision of service, with the new single provider bringing a fully integrated care model and personalised service ensuring that clinical assessments, repairs and maintenance, delivery and collection, specialist seating and ongoing support are all provided through one organisation and single point of access for clients.

The CCGs are now working closely with the current service providers (Virgin Care Services Ltd. and Central Surrey Health) to ensure a smooth transition to the new provider with minimum disruption to you, the client. This will include the transfer of all patient records carefully and confidentially to Millbrook Healthcare to enable it to deliver a service that continues to support the independence of people using wheelchairs from 1 July.

#### **When does the new service start?**

Millbrook Healthcare will take over all wheelchair services across Surrey and North East Hampshire from 1 July 2020

#### **What changes and improvements have been made to the service?**

There will be some changes to the new service as informed by our co-design work with wheelchair users and their carers, and the Surrey Coalition of Disabled People, to ensure the service continually meets the needs and requirements of those who use it.

As part of this new service:

- All services from assessment to delivery, maintenance and repair, specialist seating for those who require it and ongoing training and support will be provided by a single provider, this being Millbrook Healthcare.

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<sup>1</sup> NHS East Surrey, NHS Guildford and Waverley, NHS North East Hampshire and Farnham, NHS North West Surrey, NHS Surrey Downs and NHS Surrey Heath Clinical Commissioning Groups (CCGs): these are the NHS organisations in charge of planning and buying wheelchair services for people across Surrey (please note that NHS Surrey Downs, NHS East Surrey, NHS Guildford and Waverley and NHS North West Surrey CCGs formally merged on 1 April 2020 to become one CCG known as NHS Surrey Heartlands CCG).

- Services will be accessible by one single point of access with one telephone number (this will be 0330 124 8210 (please note that this phone number will only be operational from 1 July), through a 'one-stop-shop' approach
- Vans will be clearly marked with Millbrook and NHS branding, as will staff uniforms

### **What will stay the same?**

You will still be seen by the same staff (should they choose to transfer to Millbrook Healthcare) and Personal Wheelchair Budgets will continue to be offered. Please note that Special Seating clients will no longer be seen by the staff at Queen Mary's Hospital, Roehampton but will continue to be seen by the staff who transfer from Virgin Care Services Ltd. and Central Surrey Health to Millbrook Healthcare.

If you have previously specified your preferred method of contact, Millbrook Healthcare will continue to contact you in this way.

### **Will I still be seen in the same place?**

The existing clinics at the Jarvis Centre in Guildford and Leatherhead Community Hospital and the office at Phoenix House, Redhill Aerodrome will no longer be used from 1 July (please note that due to the current COVID-19 situation the clinics at Woking Community Hospital and Farnham Hospital are regrettably now closed).

For clients with Special Seating needs, you will no longer be seen at Queen Mary's Hospital, Roehampton from 1 July.

New, custom designed and industry leading centres of excellence located in Sheerwater, Woking and Salfords, Redhill will be operational from 1 July. These sites have been carefully chosen as they are accessible (close to rail and bus routes), have excellent parking facilities and are fully able to accommodate the service improvements required within this new contract

### **What will happen to my records?**

Your records will be securely transferred to Millbrook Healthcare prior to the service start date to continue the care you receive.

### **Will I still see the same staff?**

We are working closely with the current Wheelchair Service providers to ensure colleagues can transfer to Millbrook Healthcare if they wish. It is hoped that all staff will choose to transfer to provide you with continuity of service.

The Special Seating staff at Queen Mary's Hospital, Roehampton will not transfer to Millbrook Healthcare. The Surrey Wheelchair Service staff will take responsibility for your Special Seating from 1 July.

### **When will I hear from Millbrook Healthcare Wheelchair service?**

The new service provider Millbrook Healthcare will write to you, prior to the 1<sup>st</sup> July, outlining the new facilities and contact numbers for the service

### **How do I contact Millbrook Healthcare Wheelchair service after the 30<sup>th</sup> June 2020?**

From 1<sup>st</sup> July 2020 Millbrook Healthcare can be contacted on 0330 124