

## Contact details

The Wheelchair Service is based at:

Leatherhead Community Hospital  
Poplar Road  
Leatherhead  
Surrey  
KT22 8SD

Telephone: 01372 384 383

Email: [CSH.Wheelchairservice@nhs.net](mailto:CSH.Wheelchairservice@nhs.net)

**Reference** The information in this guide is adapted from an information sheet provided by Mr Mervyn Griffiths, Consultant Paediatric and Neonatal Surgeon at Southampton Hospital.

## Need to contact the service?

Please see the Contact details section of this leaflet.

## Your experiences

CSH Surrey is committed to putting people first and continually improving services through listening and responding to feedback. To share your experiences, please:

Call: 020 8394 3846/43

Email: [CSH.Feedback@nhs.net](mailto:CSH.Feedback@nhs.net)

Or write to the Head Office address below.

## Large print, audio format or another language

Call 020 8394 3846/43  
or email [CSH.Communications@nhs.net](mailto:CSH.Communications@nhs.net)  
to receive this information in large print,  
audio format or another language.

## General enquiries

Visit [www.cshsurrey.co.uk](http://www.cshsurrey.co.uk) for information and contact details for all other CSH Surrey services.

### A heart in the community

CSH Surrey, proud to be part of the CSH Group. As a social enterprise, CSH makes profit to benefit local communities and to enhance its health and care services.



CSH Surrey, Head Office  
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Company registered number 5700920

CSH/AD 032-06/14



## Wheelchair Service

Information for patients,  
carers and relatives

### Better healthcare together

CSH Surrey, providing NHS community nursing and therapy services in the homes, schools, clinics and hospitals in the heart of Surrey since 2006.

## What is our aim?

We aim to help you be independently mobile in your home and the local community by providing wheelchairs, pressure relief and postural aids.

## Who can use our service?

The Wheelchair Service is available to adults and children whose mobility is affected by long-term disability or a life limiting medical condition.

We are not commissioned to provide wheelchairs for people in nursing or residential homes.

## What type of wheelchairs can we provide?

We can provide:

- Manual wheelchairs
- Indoor battery-powered wheelchairs
- Indoor/outdoor battery-powered wheelchairs
- Bespoke specialist wheelchair seating systems
- Specialist buggies for children

We also offer a voucher scheme which enables you to choose a wheelchair from the private market if this is appropriate.

We do not supply wheelchairs for short-term use, outdoor only wheelchairs or powered scooters.

## How do I get referred to the wheelchair service?

Your GP or other health professionals can refer you to our service.

## What is the process for getting a wheelchair?

Once you have been referred to our service we will offer you an appointment to be assessed at the wheelchair service clinic at Leatherhead Community Hospital.

The appointment will take half to one hour, depending on the type of assessment being done.



We will have been given some information about you by the referrer but will need to ask you some questions related to your disability, lifestyle, environment and expectations.

If you use hoist slings or transfer aids we will ask you to bring them with you to the appointment as we may ask you to transfer to other equipment or a different wheelchair during the assessment.

## How soon will I get a wheelchair?

It may be possible to prescribe (but not issue) a wheelchair at your first appointment. Further appointments to trial equipment may be necessary.

The length of time from assessment to provision of a wheelchair depends on the type of equipment that is required. If we have to order non-standard equipment to meet your particular needs we will be dependent on manufacturers' timescales.

## Who maintains the wheelchair?

It is your responsibility to keep the wheelchair and associated equipment clean. The equipment provided by the service is repaired and maintained by us free of charge.