



The Leeds
Teaching Hospitals
NHS Trust

Leeds Wheelchair Service

Clinic Attendance Guide

Information for patients



Adult
Therapies

How to get there

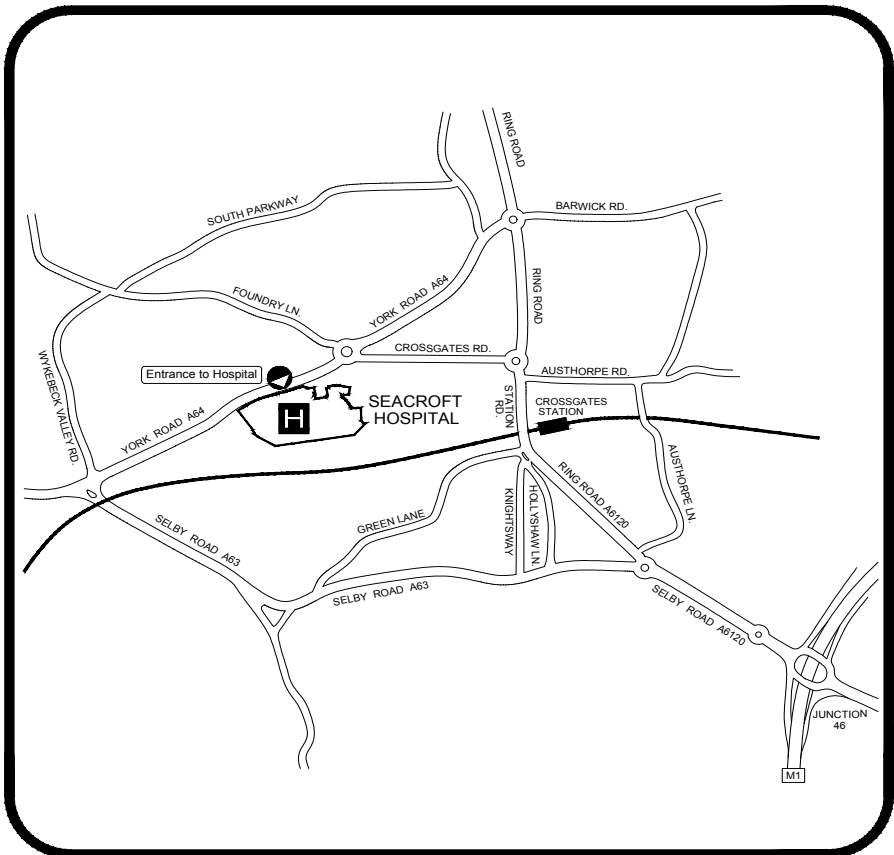
The Wheelchair Service is situated within the Prosthetic, Orthotic and Wheelchair Services based at Seacroft Hospital.

By bus

The following buses are suitable for getting to the hospital:
7, 56, 64, 166, 402, 403, 840, 843.

For the latest information please visit:

<https://www.wymetro.com/plan-a-journey/hospitals-by-bus/>



By car

Please use the car park provided for visitors or if you are in receipt of a disabled person's parking disc, there are some reserved parking places available outside of the department at the rear of the hospital.

We realise that many patients will wish to be brought to the door by car and you are very welcome to do this. You will appreciate however, that cars cannot be left for any length of time outside the department as this causes congestion.

Parking information

Pay and Display machines, by card and contactless payment only.

By ambulance

Ambulance transport can be booked before your appointment if there is a genuine medical need. We are now using a new Patient Transport Service called ERS Medical which can only be booked by contacting the department directly.

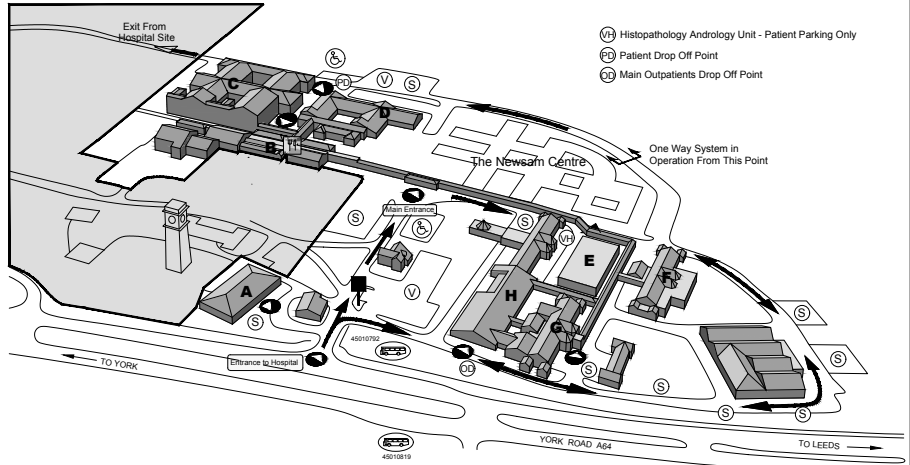
Hours

The centre is open from Monday to Friday, between 9.00 am and 4.00 pm.

It is closed on Bank Holidays.

KEY TO WARDS & DEPARTMENTS

- | | | | |
|----------------------------------|--|--------------------------------|---|
| (A) BREAST SCREENING UNIT | (C) LEEDS FERTILITY
N WARD OUTPATIENTS,
PROSTHETICS, ORTHOTICS & WHEELCHAIRS
SEACROFT DIALYSIS UNIT
SPECIALTY OUTPATIENTS | (D) SEACROFT EYE CLINIC | (F) ORTHODONTICS &
SEACROFT SATELLITE DIALYSIS UNIT |
| (B) COFFEE SHOP (R.V.S.) | (E) HISTOPATHOLOGY &
ANDROLOGY UNIT | (G) X-RAY & ULTRASOUND | (H) DIABETIC EYE SCREENING
GENERAL OUTPATIENTS
PUBLIC / DISABLED TOILETS |



- | | | |
|------------------------------------|------------------|--|
| NO SMOKING IN BUILDINGS OR GROUNDS | Beverages / Food | Location of the Pay & Display Machines |
| Blue Badge Parking | Staff Parking | Bus Stop - For times of next bus text stop number to 63876 |
| Main Entrance into Building | Visitor Parking | Two way Patient access |



Every care and attention has been taken to ensure the accuracy of information given. The Leeds Teaching Hospitals NHS Trust accepts no responsibility for any inconvenience caused as a result of alterations or inaccuracies.

Revised - 23 July 2018

Appointment times

We always try to keep to individual appointment times. On arrival, please report to the Main Reception desk at Prosthetics, Orthotics and Wheelchairs. If you arrive late for your appointment, it may not be possible for you to be seen and we may need to rearrange your appointment.

If you are unable to keep your appointment

Please inform the Wheelchair Service by telephone or email as soon as possible if you are unable to attend, as your appointment can then be allocated to another person.

Unfortunately, due to increasing demands for appointments, if we do not receive prior notification that you are unable to attend an appointment, then an alternative appointment will not automatically be sent out.

Tel: **(0113) 2063855** (24 hour answer machine)

Email: leedsth-tr.wheelchairs@nhs.net

Smoking

A No Smoking policy is in operation at the centre and must be adhered to at all times.

Facilities

Wheelchairs are available at reception for use when attending clinics.

What to bring to your appointment

- You may wish to consider bringing someone who knows you well and is able to share any relevant information which may be useful to the appointment. You can bring more than one person with you.

- Do you have any limitations and / or restrictions in your home environment / vehicle?
If so, please bring any photographs that are relevant to your needs.
- Please bring any moving and handling slings that you use as you will be expected to get in / out of the mobility equipment.
- If you are new to Wheelchair Services, please bring any mobility aids that you are using e.g. walking frame or sticks.
- If you already have mobility equipment, please bring this e.g. wheelchair and seating that you have been issued with.
- If required, please bring a change of clothes, feeding equipment or oxygen as some appointments can take a couple of hours.
- If you are Diabetic, please bring with you any food or medication you may require whilst attending the appointment.

Staff

All staff are here to help you. Please do not hesitate to ask any questions or to discuss anything that may be worrying you.

Students / Training staff

There may, on occasions, be students or training staff at the clinic session. Please advise us if you do not wish them to be present.

Patient Advice and Liaison Service (PALS) and Complaints

Your views are very important to us as they help us to improve the service we provide. We take regular surveys of patients to ensure we are not missing anything. We welcome any kind of feedback, whether positive or negative as this helps us identify where things are working well and also, where there may be room for improvement.

If possible, tell a member of staff as soon as you are aware of the problem. Often, they can sort out your problem straightaway or provide information, clarification or advice to help you decide what to do. If you wish to provide us with feedback, you can also complete one of our Comments Cards which are available on the reception desk.

The PAL's Service can also help and support you. The staff will be happy to listen to your concerns and ask the appropriate member of Trust staff to contact you, to talk through and resolve your concerns as quickly as possible. You can contact the PALS team in the following ways:

- Tel: **(0113) 2066261** - available during normal working hours only (9:00 am to 4:30 pm, Monday to Friday)
- Tel: **(0113) 2067168** - for queries outside of normal working hours, please leave a voicemail
- Email: patientexperience.leadsth@nhs.net

How do I complain?

You can either contact:

- The Chief Executive or Complaints Manager, Patient Experience Team at St. James's University Hospital, Trust Headquarters, Beckett Street, Leeds, LS9 7TF
- Email: <mailto:patientexperience.leedsth@nhs.net>
- Complete a complaint form online from the Trust's website www.leedsth.nhs.uk/patients-visitors/patient-and-visitor-information/making-a-comment-or-compliment/ and submit electronically

If you choose to raise a complaint in writing, please be as specific as you can and describe what happened. Please include any information such as your date of birth, hospital number / NHS number and a contact telephone number.

If you are raising a complaint on behalf of someone else, we will require consent from the patient to take this forward on their behalf.

Personal Wheelchair Budgets (PWB's)

The Leeds Wheelchair Service (LWS) is now offering Personal Wheelchair Budgets (PWB). As part of the assessment process, if you are eligible to receive a wheelchair from the NHS we will:

- carry out an assessment to establish your clinical needs and discuss how a wheelchair will help you achieve your goals;
- develop a personal wheelchair support plan with you;

- offer you a personal wheelchair budget (PWB). This is an amount of money for a wheelchair to meet your assessed clinical needs; and
- advise you on your options and assist you in deciding how you want to use your personal wheelchair budget (PWB).

You will have the option to add to your PWB if you require additional accessories, features or a higher specification of wheelchair than within the NHS range. You may wish to self-fund or approach wider agencies and charities for any additional funding.

You can decide to use your PWB in one of the following ways:

1. A Notional Personal Wheelchair Budget - A NHS wheelchair (which you do not have to pay for)

- Use your PWB within NHS services
- Accept the NHS wheelchair prescribed for you
- All repairs and maintenance (due to fair wear and tear) will be carried out by the NHS at no charge to you
- Equipment remains the property of the NHS and must be returned when it is no longer needed

2. A Notional Personal Wheelchair Budget with Contribution (option to contribute to your NHS wheelchair to upgrade or add additional features)

- Allows you or another agency such as a voluntary / charitable organisation the option to contribute to your PWB, to upgrade or add extra features to the wheelchair prescribed for you (wheelchair therapy staff will offer advice and support to do this)

- The amount of your PWB is how much it would cost the NHS to provide a wheelchair to meet your clinical need; you pay the difference between this amount and the cost of the equipment you have chosen
- All repairs and maintenance (due to fair wear and tear) will be carried out by the NHS at no charge to you
- Equipment remains the property of the NHS and must be returned when it is no longer needed

NB - we are unable to provide refunds or exchanges for upgrades or additional features.

3. A Third Party Personal Wheelchair Budget (Access a wheelchair from outside the NHS)

- Use your PWB to access a wheelchair of your choice from one of our authorised suppliers outside of the NHS (this option is only available when the wheelchair therapy team agree this is clinically appropriate for you to do this and the chair you choose must meet the prescription given to you in your support plan)
- The value of the PWB is how much it would cost the NHS to provide a wheelchair to meet your clinical need and this will be issued in the form of a voucher. If you choose a wheelchair which costs more than your PWB, you will have to meet the additional cost yourself. Another agency / organisation could support you with this
- At your assessment, our staff will provide you with details of your PWB, a copy of your personal wheelchair prescription and a list of authorised suppliers you can choose your wheelchair from

- Once you have chosen your wheelchair from one of our suppliers, your choice of equipment will need to be agreed as clinically appropriate by your NHS Wheelchair Therapist, before ordering / purchasing the equipment
- You can only use your PWB for the same category of wheelchair e.g. a PWB for a manual wheelchair must only be used to purchase a manual wheelchair
- After purchasing, you can apply for an annual contribution towards the cost of repairs and maintenance of your chosen wheelchair
- You will not have access to the NHS free repair service;
- You will become independent of the Wheelchair Service during the PWB period
- You will own the wheelchair and be responsible for the upkeep, repair, maintenance, insurance and any other associated costs

How long does a Personal Wheelchair Budget last?

The PWB will be unique to you and the length of the PWB will be dependent upon your prescription. A typical adult wheelchair lasts 5 years. For children, changes are needed more often as they grow, typically around 3 years. This may also be the case with some medical conditions where wheelchair needs can change quickly. Once your personal wheelchair budget is handed over, the Wheelchair Service will not be able to offer you something else if you change your mind; however, you may ask for a review should your clinical needs change.

Insurance

Public Liability Insurance is strongly recommended if you are using your wheelchair in a public place, particularly if it is a powered wheelchair.



What did you think of your care?

Scan the QR code or visit bit.ly/nhsleedsfft

Your views matter



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