

Frequently Asked Questions – Staffordshire and Stoke-on-Trent Wheelchair Service

1) How long will it be from referral until I get my Wheelchair or additional accessories?

Staffordshire Wheelchair Service is commissioned by Staffordshire and Stoke on Trent ICB on an 18-week pathway, and we will prioritise in accordance with the criteria and an individual's clinical need.

A link for the commissioned criteria is - <https://staffordshireandstoke.wheelchair.services/wp-content/uploads/sites/19/2023/03/DOC0009-STIS-AJM-WCS-Eligibility-Criteria.pdf>

We are prioritising them on the most urgent clinical need but unfortunately this does mean that at the moment some equipment provision is currently taking longer than 18 weeks.

2) What happens when you receive my referral?

The clinical team will review the information and prioritise against the criteria and will then decide upon the most appropriate route – typical options are;

1. Added to the waiting list for an appointment to see the most appropriate member of the clinical team.
2. Prescription of suitable equipment that can be handed over by our Field Service Engineer team, with no need to see the clinical team.

If you are not eligible for provision from the NHS service you will receive a letter advising you of this, with a leaflet of where else you could seek help.

3) How long until I receive an appointment with the clinical team?

We will prioritise appointments for those with the most urgent needs.

We may need to arrange an appointment with a specialist clinician from a manufacturer, for example, for complex power chair assessment or specialist seating and we only have selected dates when these take place.

If you haven't heard from us to book your first appointment within 8-10 weeks, then please call us on 0808 175 3996 between 8am- 6pm Monday to Friday and we will be able to advise you where you are on the waiting list.

4) Once I have had an assessment and/or a prescription for suitable equipment, why can't you give me an estimated date for delivery?

Along with the delays we are currently experiencing, it can be hard to give a timeframe as there are multiple factors involved.

Examples are –

- The time it takes for notes and research from the clinical team, if the item is very technical or outside of our normal matrix of wheelchairs or parts, as we may need input from another colleague
- A quote is required from the supplier before we can place an order

- Response times if there is a query on the prescription
- The supplier having parts out of stock
- Complexity of a handover appointment and which members of the clinical team are required and location
- Appointment availability – we typically book up to 6 weeks in advance

5) Why don't you hold stock of all the Wheelchairs?

Staffordshire Wheelchair Service receives a wide range of referral types from basic wheelchairs and buggies, through to complex powerchairs and bespoke specialist seating.

We do hold a fleet of chairs and parts, but often these need to be tailored to an individual and therefore we will order in these to match their individual prescription.

6) What should I do if my condition changes or deteriorates?

If your needs have changed, your condition has worsened or you are experiencing discomfort, please contact AJM by email ssotwheelchairservice@ajmhealthcare.org and someone will get back to you.

If you do not have access to email, please call the customer service team on 0808 175 3996 between 8am- 6pm Monday to Friday.

7) What should I do if I want to make a complaint?

Complain to ICB

Complaints and enquiries are handled by the ICB patient services team. You can contact the team via any of the methods below.

Freephone: 0808 196 8861

Email: PatientServices@staffsstoke.icb.nhs.uk

Post: New Beacon Building, Stafford Education and Enterprise Park, Weston Road, Stafford, ST18 OBF

Visit <https://staffsstoke.icb.nhs.uk/contact-us/patient-advice-and-liaison-service/> for more information.

Please note if you have already made a complaint to AJM then the ICB are not able to raise another complaint. You can escalate your complaint to AJM via the steps in the AJM complaints process below.

Complain to AJM Wheelchair Services

Visit <https://staffordshireandstoke.wheelchair.services/complaints/> -

Step 1

Get in touch with the AJM customer service team. They may be able to sort out your problem straight away.

Call 0808 175 3996

or email AJM.sotwheelchairservice@nhs.net

Step 2

If the customer service team hasn't been able to resolve your problem, send a written complaint to:

The Manager
AJM Healthcare
Units J-L Daniel Platts Way
Stoke on Trent
ST6 4JU

or email

ssotwheelchairservice@ajmhealthcare.org

Step 3

If the team has been unable to provide you with a satisfactory resolution, please write to the complaints team at our corporate office:

Complaints Team
AJM Healthcare
Ash House
Woodlands Business Park
Linford Wood West
Milton Keynes MK14 6ET

Tel: 0330 128 1260

Step 4

Appeal to the Ombudsman:

Parliamentary Health Service Ombudsman
Citygate
47-51 Mosley Street
Manchester
M2 3HQ

Telephone 0345 015 4033

Email phso.enquiries@ombudsman.org.uk

8) What if I am unhappy with the way my complaint has been handled?

If you have written a formal complaint to AJM Healthcare or Staffordshire and Stoke-on-Trent ICB and the team has been unable to provide you with a satisfactory resolution you can ask the Parliamentary and Health Service Ombudsman to consider your complaint further. The role of the Parliamentary and Health Service Ombudsman is to make final decisions on complaints that have not been resolved by the NHS, operating fairly and without taking sides. This service is free. See below for contact details:

Website: www.ombudsman.org.uk

Parliamentary Health Service Ombudsman
Citygate
47-51 Mosley Street
Manchester
M2 3HQ

Telephone 0345 015 4033

Email phso.enquiries@ombudsman.org.uk