



Bromley Wheelchair service is provided by Bromley Healthcare for the NHS. If you would like to get in touch with us please email: [bromley.wheelchairservice@nhs.net](mailto:bromley.wheelchairservice@nhs.net) or call **0208 662 6671**.

## Personal Wheelchair Options - Frequently Asked Questions

### Information for Patients

# Personal Wheelchair Options - Frequently Asked Questions

## What are Personal Wheelchair Budget Options?

The Personal Wheelchair Budget (PWB) has been designed to provide wheelchair users with greater choice regarding their wheelchair provision. This enhanced scheme has replaced the previous Wheelchair Voucher Scheme.

## Will I need to be assessed if I would like a PWB?

Yes. You will be invited to attend a clinic appointment where your wheelchair therapist will assess your wheelchair needs. Any questions you may have can be answered during this appointment.

## What options will I have?

There are 3 options:

1. Notional Personal Wheelchair Budget (standard NHS Provision). This enables you to receive a wheelchair based on your clinical needs within the service provision criteria. With this option the wheelchair will remain the property of the NHS.
2. Notional Personal Wheelchair Budget with contribution. This option allows you or another agency such as a voluntary/charitable organisation to contribute to your PWB to either have a higher specification NHS wheelchair or add additional features that are currently provided by the Wheelchair Service. With this option, the wheelchair will remain the property of the NHS. Where such requested additional features (i.e. powered seat riser) are not currently provided by the Wheelchair Service, you may need to consider option 3.
3. Third Party Personal Wheelchair Budget. In discussion with your wheelchair therapist, if it is clinically appropriate, you can choose to use your PWB as a contribution towards buying a wheelchair from an independent retailer outside of the NHS. With this option the wheelchair becomes your property.

Option 2 and Option 3 PWB payments last for 5 years and therefore you will need to consider whether your clinical needs will change during this time. If so, Option 3 may not be right for you.

## What about maintenance and insurance?

It is important to regularly maintain and repair your wheelchair. A typical adult wheelchair lasts 5 years whilst children may need to be assessed sooner due to their growth.

If you choose Option 1 or Option 2, the NHS will repair and maintain your wheelchair. Option 3 includes a nominal contribution towards repairs and maintenance as the chair will be owned by you and you will not qualify for NHS repairs. This option does not include a contribution towards public liability insurance and you will need to pay this yourself.

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

If you are intending to travel in a vehicle whilst seated in your wheelchair, please ensure that the wheelchair model you have chosen has been crash tested by the manufacturer.

## Are there any reasons that a PWB may be refused/declined?

Yes. Where the clinical need for a wheelchair is urgent we would not want unnecessary delays such as trying alternative wheelchairs or trying to get additional funding from other sources to hold up delivery. Where we feel that such delays are not in the patient's interest we may, after discussion, proceed with the Notional PWB.

## What is the Personal Wheelchair Support Plan?

Before your assessment you will be asked to think about the things that are important to you. You will be asked to complete a short Personal Wheelchair Support Plan which will help you and the therapist to find the most appropriate wheelchair for your needs.

## How do I arrange to be assessed?

If you are known to the Wheelchair Service, you can call and request a reassessment. If you do not currently have a wheelchair issued by the Wheelchair Service, your GP or an appropriate healthcare professional (physiotherapist, occupational therapist) can refer you for an assessment.

## How is the Third Party Payment Made?

If a Third Party PWB (option 3) is authorised we will make a direct payment to the manufacturer or supplier that you are purchasing your wheelchair or buggy from. If the value of your PWB is greater than the cost of your equipment of choice then the supplier will only receive the amount covering the cost of the equipment. It is important to remember that the additional cost provided towards maintenance will be provided within this payment and that all subsequent repairs and maintenance issues will be your responsibility.

If you choose Option 2, Notional PWB with contribution then the wheelchair service will invoice you for the additional value and the goods will only be supplied once payment has been received.

## Will I be expected to return the NHS chair I have now?

Yes, your NHS wheelchair will have to be returned to the Wheelchair Service for the period of the wheelchair budget.

## Will you still provide a pressure relief cushion if I need one?

We will still provide a pressure relief cushion if clinically required. This will not affect the type or the amount of your budget.