



Wheelchair and Seating Service

The Scottish Government has written a paper about its plan to make the Wheelchair and Seating Service better.

The paper is still a draft, which means it is not finished.

We want you to tell us what you think about this paper.

We need to know what you think by Friday 31 October 2008.

You can email:

wheelchairandseatingservices@scotland.gsi.gov.uk

or you can write to:

Wheelchair & Seating Service Modernisation Draft Action Plan
Freepost NATN452
The Scottish Government
St Andrew's House (Mailpoint 1)
Regent Road
Edinburgh EH1 0BR

Please fill in the form on page 5 when you write to us or email us. This tells us what we can do with the information you give us.

We will have 4 meetings where you can come and tell us what you think about this paper. To find out where the meetings are, call 0131 244 2434.

We will look at what everyone tells us and we will finish the paper about making the Wheelchair and Seating Service better.

Thank you.

Janet Garcia

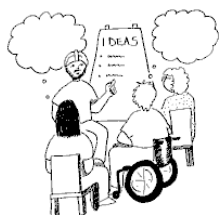
The Wheelchair and Seating Service is part of the NHS in Scotland. Wheelchairs make it easier for people who have mobility problems to live at home and be part of their community. Here are the things we want to do to make the Wheelchair and Seating Service better for people who use wheelchairs and their carers.

2009 - 2011

The plan says all these things will happen in the next 3 years.



Each health board will set up a group of wheelchair users and carers. The group will say what is good and not so good about their wheelchairs. This will help the health board to decide what new wheelchairs to buy.



Some wheelchair users and carers will join a different group of people who say what local health services should be doing.

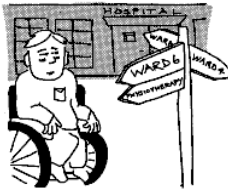
Wheelchair Centres will work with other services, like hospitals and health centres, to make things easier for patients.



Every Wheelchair Centre will look at new ways of working to make things better for patients.

18 weeks

Wheelchair Centres will try to see patients within 18 weeks. People with an illness or condition that is getting worse will be seen more quickly.



Wheelchair Centres will be able to refer people to other health and social care services if they think it will help them.



People who already use a wheelchair will be able to make an appointment with a Wheelchair Centre directly.



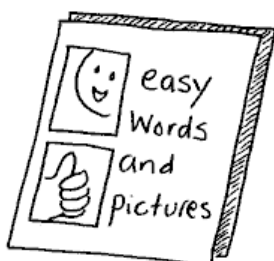
Any health professional will be able to refer patients to a Wheelchair Centre, not just doctors.

There will be local wheelchair clinics. There will be different clinics for children and adults.

Staff at the wheelchair clinics will be very well trained so that they can offer a good service to everyone that needs a wheelchair.

Wheelchair clinics will be easy to get to. They will be accessible too.

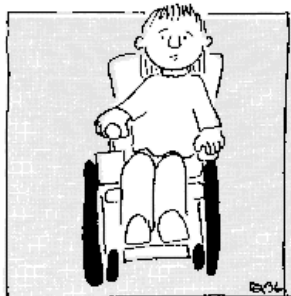
It will be easier for people who need a standard wheelchair to get one. There will be more places where people can get a standard wheelchair.



People will get a leaflet when they get a wheelchair. It will say how to use the wheelchair safely and what to do if it needs fixed. The leaflet will be easy to read and understand.

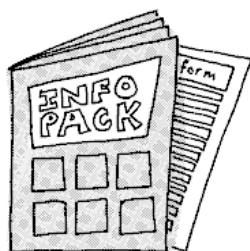
When a person gets a new wheelchair, someone will show them how to use it.

Wheelchair Centres will start to buy lighter wheelchairs for people to use.



Power wheelchairs and wheelchairs that are used a lot will be serviced more often. (This means that they will be checked to make sure they are working properly.)

Places that fix NHS wheelchairs will be open for longer.



Voluntary organisations will give information and advice to lots of people who use wheelchairs and their carers. This will be printed in a leaflet.



All the Wheelchair Centres and clinics will follow the same rules to make sure that everyone who needs a wheelchair gets a good service.



You will be able to complain to your local health board if you are unhappy about anything to do with the wheelchair service.

