

**Services provided by:**  
Isle of Wight NHS Trust  
Wheelchair Service  
St Mary's Hospital  
Newport  
Isle of Wight  
PO30 5TG

Direct dial: (01983) 822099 ext: 2053

27<sup>th</sup> July 2017

Dear Service User

## **Important changes to the Isle of Wight NHS Trust Wheelchair Service**

As a patient of the Isle of Wight NHS Trust Wheelchair Service, we would like to inform you the service will be provided by Millbrook Healthcare from 1<sup>st</sup> August 2017.

This letter is for information only – you do not have to do anything and when the service transfers on 1<sup>st</sup> August, your information will be securely transferred to the new provider. You can find out more about how Millbrook Healthcare safely use and store your information on their website: [www.millbrook-healthcare.co.uk/isle-of-wight-wheelchair-service/](http://www.millbrook-healthcare.co.uk/isle-of-wight-wheelchair-service/)

We are working with the new provider to make sure this service transfer is seamless. If you have an appointment scheduled in the next few weeks, please be assured this will go ahead as planned and you can expect to receive a professional, high-quality service. You do not need to contact us to confirm your appointment if it has already been booked. If we do need to make any changes to your appointment, a member of the team will contact you in advance to discuss this with you.

The service will operate from the following site from 1<sup>st</sup> August:

**Millbrook Healthcare**  
Unit 17  
Barry Way  
Newport Business Park  
Newport  
Isle of Wight  
PO30 5GY

If you have a wheelchair you no longer need, please email Isle of Wight NHS Trust Wheelchair Service at [wheelchairs@iow.nhs.uk](mailto:wheelchairs@iow.nhs.uk) up to 31<sup>st</sup> July or Millbrook Healthcare at [IOWContactUs@millbrookhealthcare.co.uk](mailto:IOWContactUs@millbrookhealthcare.co.uk) after 1<sup>st</sup> August and they will arrange to have it collected for you.

If you need a repair to your wheelchair, up to 31<sup>st</sup> July 2017 please continue to contact Isle of Wight NHS Trust on **01983 822099 ext. 2053** and from 1<sup>st</sup> August please contact Millbrook Healthcare on **03301 244 489** who will arrange to visit you and repair your NHS wheelchair free of charge.

We have taken every care to make sure our patient contact details are correct and up-to-date. Sometimes, patient information can take some time to be updated on the national NHS system. If the intended recipient of this letter is no longer a patient of this service, please accept our sincere apologies. Please contact our team on the contact details provided to inform us if this is the case.


If you do not wish to have your information transferred to the new provider, please let us know as soon as possible and we will be happy to action this or discuss it with you further. If your information is not transferred over this will mean that you will no longer be a patient of the wheelchair service and an arrangement can be made to collect any equipment you have on loan from the service. In the future should you then require any care from the wheelchair service a new referral would need to be made into the wheelchair service by a recognised referrer. The referral forms and other information are being uploaded onto GP computer systems. Paper versions of these documents have also been sent to Practice Managers.

Finally, people who need a wheelchair on temporary loan should continue to request one from the British Red Cross; GPs can continue to make the referral for them as usual. This aspect of the service has not changed and we remain very grateful for the support that the British Red Cross provides to island residents.

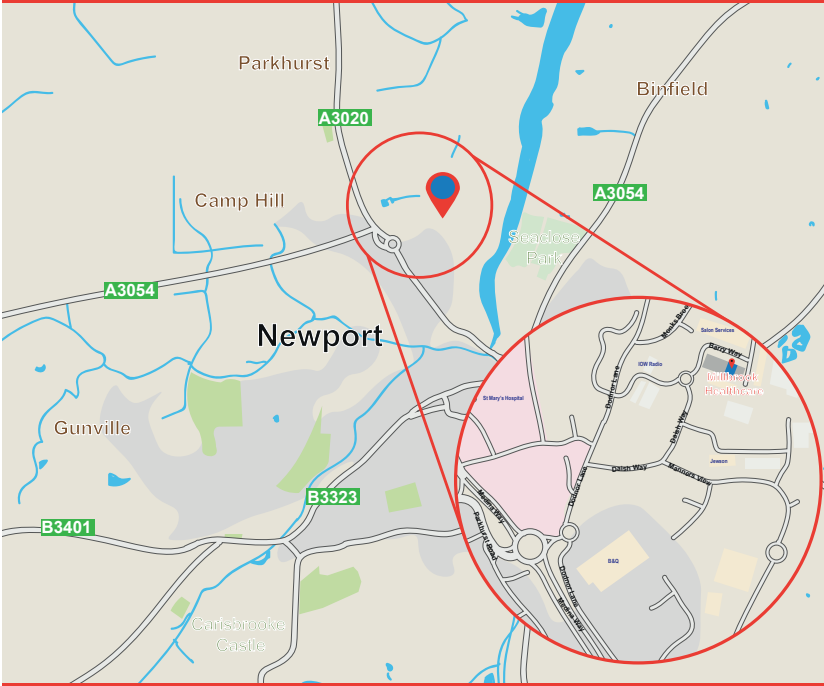
Yours sincerely



**Charlise Cuthbert**  
Operations Manager  
Isle of Wight NHS Trust



## Isle of Wight Wheelchair Service



**Operational**  
1st August 2017

**How to find us**

**Address:**  
Unit 17  
Barry Way  
Newport Business Park  
Newport  
Isle of Wight  
PO30 5GY

**Phone:**  
0330 124 4489

**Email:**  
[IOWContactUS@millbrookhealthcare.co.uk](mailto:IOWContactUS@millbrookhealthcare.co.uk)

