

Personal Wheelchair Budgets

Next steps and the application process for the Top-Up and Alternative PWB options

ROS130

Information and guidance for service users

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After having considered your Personal Wheelchair Budget options, you may decide you are interested in something other than the Notional NHS provision. In this guide you will find more information on the Top-Up and Alternative PWB options, including how the application process works, the costs involved and information on maintenance and repairs.

How much will a PWB cost me?

The **value** of your PWB will be based on the model of wheelchair prescribed to meet your clinical needs by the Wheelchair Service clinician. You will be given an approximate value during your assessment. The **cost** to you will be the difference between the value of this wheelchair and any alternative wheelchair or additional features that you choose.

Do I have to pay VAT?

If you are registered as disabled then you do not have to pay VAT. You will need to complete an exemption form which will be included in the PWB paperwork. If another party is contributing towards the wheelchair purchase, the charging of VAT will depend on their VAT status.

Can I get any financial support with a PWB?

The PWB scheme considers how your wider care needs could be met with a joined up approach and by pooling resources.

You may be able to approach another organisation for funding support. This may be a statutory service or maybe a charity.

We will discuss possible options with you as part of your Care and Support Plan. The CHEO may be able to support you to source funding.



The application process

What information will be sent to me?

- ✓ Details of the wheelchair that you are entitled to under NHS provision and the Top-Up options or Alternative wheelchair that you have chosen.
- ✓ Your Wheelchair Care and Support Plan as discussed and agreed with you in your clinical assessment. This also includes the value of the PWB and any cost to you for your chosen option.
- ✓ A VAT exemption form. This needs to be completed so that you do not pay VAT.

How long do I have to make a decision?

We will contact you approximately 4 weeks after sending out the PWB information if you have not already been in touch. If you want to wait any longer before proceeding, this is fine but we will close the referral. We will open a new referral when you are ready to go ahead. This will not mean you have to wait any longer when you get back in touch. This just assists us to manage waiting lists and therapists' caseloads effectively. Please note we may need to review your clinical needs if we do not hear from you within 6 months.

How do I proceed?

- Read through the information and if you are happy to proceed, sign the agreement and return this to the Wheelchair Service.
- If another agency is funding part or all of the cost, please let us know and we will send an agreement to them to sign and return to us.
- Complete and return the VAT exemption form.

When do I pay?

The Wheelchair Service will check all the returned information and will then ask our finance department to contact you to request payment for the extra cost of the option(s) you have chosen. You must pay the extra cost before the wheelchair can be ordered.

Who orders my wheelchair and when will I receive my wheelchair?

The Wheelchair Service will order your wheelchair. Once the wheelchair is ready, you will be contacted to arrange an appointment to set up and hand the wheelchair over to you.

FAQs: Top-Up & Alternative PWB

Can I change my mind?

You can change your mind up to the point of the wheelchair being ordered. You can opt for the NHS provision or ask for more information on the other options.

Will my wheelchair be new?

The Wheelchair Service reconditions returned wheelchairs to 'as new' condition and if one of these meets your clinical needs then it will be provided, rather than ordering new from a supplier. The Top-Up features on a manual wheelchair will be new. If you choose an Alternative option wheelchair, this will likely be new and may need to be ordered depending on stock availability at the time.

Can I choose a different wheelchair frame colour if it is a 'no cost' option?

The Wheelchair Service owns any wheelchairs provided under the Notional PWB options. We are expected to be able to recondition returned wheelchairs and this is not possible if there are many different frame colours to match, so service users are offered a black frame in most instances. There may be different colour options for children.

If you would prefer a different colour, you may want to consider a Third Party PWB.

Can I have my additional features/parts back when my wheelchair needs to be changed in the future?

Generally, this is not possible. In most instances, it is not possible to transfer parts to future wheelchairs that may be provided to you.

Can I add a Top-Up feature after I have received my notional NHS wheelchair?

If you want to add on parts that are not integral to the wheelchair (can be easily removed), you can purchase these from a Third Party supplier and have them fitted as long as you follow our guidelines (see 'Alterations to NHS wheelchairs guidance for service users'). An example might be a tray or a headrest. The wheelchair Service is not able to order any additional items for you after your wheelchair has been issued to you.

Can I get a refund if I am not happy with the features I have paid for?

We are not able to provide any refunds. We would advise that you consider all options prior to making a decision.

Can I choose any alternative wheelchair in the range?

There are some limitations. You can discuss this in more detail at your assessment. We need to ensure that any wheelchair chosen will meet your clinical needs. The Third party PWB option may be more appropriate for you in some circumstances.

I have been offered a manual wheelchair, can I choose a powered wheelchair as an alternative?

No, you can only choose a wheelchair in the same category. We are commissioned to provide a service on behalf of the NHS and therefore additional assessment time and funding to repair higher specification wheelchairs is not included as part of the PWB scheme.

Who will repair my wheelchair?

As you have chosen a notional NHS, Top-Up or Alternative PWB, you should contact the Wheelchair Service if your wheelchair needs repairs or maintenance.

Do not ask anyone else to repair your wheelchair. We are responsible for ensuring that the wheelchair is in safe working order as it is still our property.

We will repair free of charge. However if the Top-Up part you have purchased requires replacement, you will be responsible for paying for the replacement part. This will be at a higher cost than the original cost.

The table below summarises the liability for repair costs under each option:

	NHS Notional	Top-Up	Alternative	Third Party
Repairs	Wheelchair Service			You
Maintenance	Wheelchair Service			You
Cost of replacement standard spare parts	Wheelchair Service			You
Cost of replacement additional 'Top-Up' features/parts	N/A	You and/or other agency funding		You and/or other agency funding
Fitting of replacement parts	Wheelchair Service			You

I have chosen a higher specification "Alternative" wheelchair and have additional features. How much will I pay for parts if they need to be replaced at any time?

As with the Top up option, we will repair the wheelchair and replace standard parts but not any higher specification parts. For example, if you had chosen to upgrade the type of wheels, you would need to pay to replace these if they cannot be repaired. We can replace with standard wheels if you do not wish to pay for higher specification replacements.

Reviewing your PWB

How long does a Top-Up or Alternative PWB last?

A Top-Up or Alternative PWB lasts until your clinical needs change to the extent that they cannot be met by adjusting or adding accessories to your current wheelchair.

Why is this different to the Third Party option where an average PWB lasts 5 years (3 years for children)?

As a value for maintenance is added to a Third Party PWB, a timescale needs to be given so that you can approach the Wheelchair Service at the end of this period for additional repair and maintenance funding. This does not apply to Top-Up or Alternative PWB options.

What can I do if my needs change before my PWB period ends?

You can request a reassessment by the Wheelchair Service. If your Wheelchair Service clinician agrees that your wheelchair no longer meets your clinical needs, you can discuss which PWB option is right for you going forwards.

We will only change your wheelchair if we are unable to alter or adjust the wheelchair to meet any changing needs. This may include changing the postural support or adding additional features.

Contacting the service

How to get in touch

You can get in touch with us by email, phone or post. Please check our website for further details and for customer services opening times.

Reporting any problems

You can contact the Wheelchair Service by phone or email. Please report any issues within 4 weeks of receiving your wheelchair. We cannot refund any costs if you change your mind after you have received your wheelchair but will do our best to address any issues you might have.

You can also contact us via the feedback form on our website:
www.rosscare.co.uk/wcs-contact



Notes

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rosscare.co.uk



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