

# Personal Wheelchair Budgets (PWB)

St George's University Hospitals NHS Wheelchair Service now offers Personal Wheelchair Budgets (PWB). The PWB has been designed to provide wheelchair users with greater choice regarding their wheelchair provision. This enhanced scheme has replaced the previous Wheelchair Voucher system. Below are the options you can select from when accessing the PWB.

<b>Option 1 – NHS Provision (Direct)</b>		
<p><b>What is NHS Provision?</b> You choose to take the recommended wheelchair from the NHS range.</p>	<p><b>How much will it cost?</b> You will pay nothing.</p>	<p><b>Who owns and repairs the wheelchair?</b> The Wheelchair Service owns the wheelchair and will repair and maintain it, free of charge.</p>
<b>Option 2 – NHS Partnership (Upgrade)</b>		
<p><b>What is NHS Partnership?</b> You can upgrade to an alternative wheelchair within the NHS range and/or add additional features not covered by the</p>	<p><b>How much will it cost?</b> You pay the difference between the wheelchair recommended by the NHS and the model to which you have chosen to</p>	<p><b>Who owns and repairs the wheelchair?</b> The Wheelchair Service owns the wheelchair and will repair and maintain it, free of charge. You own any</p>

NHS, i.e., rain covers, lights etc.	upgrade. You will pay the cost of all additional features beyond the recommended NHS provision.	additional feature and are responsible for all its maintenance.
<b>Option 3 – Third Party (Independent)</b>		
<b>What Is Third Party?</b> You can choose a model of wheelchair outside of the NHS range, provided it meets your clinical needs as approved by the Wheelchair Service.	<b>How much will it cost?</b> You pay the difference between the wheelchair recommended by the NHS and the wheelchair you have chosen from an approved supplier.	<b>Who owns and repairs the wheelchair?</b> You own the wheelchair and are responsible for all maintenance for either five years (for adults) or three years (for children).

### **Who is eligible for a PWB?**

Anyone who is eligible to receive a wheelchair from the NHS will automatically have access to a personal wheelchair budget. Eligibility is determined through screening of your referral and then via assessment from a therapist or the PWB co-ordinator.

### **How long do I have to select the PWB option I want?**

You have four weeks to make a choice with which PWB option you want to proceed and after this time your referral may be closed if you do not contact us with your selection.

### **If I choose the third party option, can I buy a wheelchair straightaway?**

No, you will need to confirm with your assessing therapist or the PWB Co-ordinator if the wheelchair you have chosen meets

your clinical needs before you can make a purchase. You cannot buy a wheelchair before a payment has been authorised to your chosen third party supplier. If you do, you will not be reimbursed by the Wheelchair Service if it does not meet your clinical needs.

### **How is the third party payment made?**

Once your third party quote has been approved by the Wheelchair Service a payment will be made to the third party supplier you have chosen. You will not receive any payment directly. You will then be able to make a payment for any remaining balance, if applicable.

### **What if my third party wheelchair is less than the price of my NHS recommended wheelchair?**

We will only pay for the price of the wheelchair quoted by your chosen supplier. You will not receive any difference in the balance directly or via other means.

### **What if my third party wheelchair is more than the price of my NHS recommended wheelchair?**

You will be liable to pay the difference above the amount prescribed to you in your PWB care plan.

### **Can I spend my PWB at any supplier I want?**

No, you must spend your budget at an NHS approved supplier. This list can be provided on request.

### **My therapist has prescribed a manual wheelchair, can I choose to spend my PWB on a powerchair instead?**

No. If you are assessed for a manual wheelchair that meets your clinical needs then you would not meet the eligibility criteria for a powered wheelchair.

## **When can I have another wheelchair?**

**Options 1 and 2** - You can be re-assessed at any time but will only be provided a new wheelchair if the current provision is no longer meeting your needs or is beyond economical repair.

**Option 3** - You cannot be re-assessed for a new wheelchair for five years (adults) or three years (children) unless there has been a significant and unpredictable change in your clinical needs.

## **Can I buy cushions with my PWB?**

No. Cushions are not covered by the PWB. However, you may still be eligible for a pressure relief or postural support cushion from the NHS. Your therapist will assess you for this.

## **What do I need to bring with me?**

All documentation required for receiving a wheelchair will be provided to you by a therapist or PWB co-ordinator during the assessment process.

## **Useful sources of information**

Please visit [www.england.nhs.uk/personal-health-budgets/personal-wheelchair-budgets](http://www.england.nhs.uk/personal-health-budgets/personal-wheelchair-budgets) to find out more information on PWBs.

## **Contact us**

If you have any questions or concerns about PWBs, please contact us as below:

The Wheelchair Service  
Lower Ground Floor  
Queen Mary's Hospital  
Roehampton Lane  
London  
SW15 5PN

**Tel:** 020 8487 6084 / 6085

**Email:** [wheelchairservicereferrals@stgeorges.nhs.uk](mailto:wheelchairservicereferrals@stgeorges.nhs.uk)

**Office Hours:** Monday to Friday 9.00am to 4.30pm

**For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit [www.stgeorges.nhs.uk](http://www.stgeorges.nhs.uk)**

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## **Additional Services**

### **Patient Advice and Liaison Service (PALS)**

PALS can offer you on-the-spot advice and information when you have comments or concerns about our services or the care you have received. You can visit the PALS office between 9.30am and 4.30pm, Monday to Friday in the main corridor between Grosvenor and Lanesborough wings (near the lift foyer). **Tel:** 020 8725 2453 **Email:** [pals@stgeorges.nhs.uk](mailto:pals@stgeorges.nhs.uk)

### **NHS Choices**

NHS Choices provides online information and guidance on all aspects of health and healthcare, to help you make decisions about your health. **Web:** [www.nhs.uk](http://www.nhs.uk)

### **NHS 111**

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. **Tel:** 111

### **AccessAble**

You can download accessibility guides for all our services by searching 'St George's Hospital' on the AccessAble website ([www.accessable.co.uk](http://www.accessable.co.uk)). The guides are designed to ensure everyone – including those with accessibility needs – can access our hospital and community sites with confidence.



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