

TERMS & CONDITIONS OF LOAN

The following terms and conditions apply to equipment issued using a Notional or Combined PWB unless otherwise stated

Your equipment has been issued by your local wheelchair service:

Hertfordshire Wheelchair Service, AJM Healthcare, Unit 5, Centrus, Mead Lane, Hertford, SG13 7GX

The service is open between 8am and 6pm, Monday to Friday

Delivery Advice - The equipment that you have received is safe, clean and in good working order. You will be required to sign the handover certificate confirming receipt of the equipment and of this document. Please contact us using the details below if ever you feel the equipment is no longer suitable or you have a problem using it.

Wheelchair Maintenance - For your safety and so that it may continue to meet your care needs, it is essential that the wheelchair is kept well maintained and in a clean condition. Please follow the manufacturer's guidelines detailed in the handbook you have been given with this wheelchair.

Should any fault occur (however minor) or should you have any issues with the equipment (discomfort, marking of the skin, posture, etc) you should contact us immediately on 0808 175 3040

An emergency out of hours repair service is available 365 days a year between the following hours: 7am – 11pm

Occupied wheelchairs used in transport – Where the wheelchair is used in transport it is the responsibility of the transport provider to undertake appropriate risk assessments and provide the correct WTORS (wheelchair tie down and occupant restraint system) equipment. You should notify any transport providers if your equipment changes so that they can review the safe transport of the user and their equipment.

Notional and combined PWB provision - the equipment belongs to the NHS and is loaned to you on the following conditions:

- It must be stored in a safe place whilst not in use, protected from damage at all times, and **not** left unattended in a public place or in any location where it may be vulnerable to theft
- In the event of loss, damage or theft where the user or their carer is found to be at fault, the cost of replacing or repairing the equipment will be recovered from them or their insurance company; where fraud is suspected, details will be passed to the NHS Counter Fraud Service
- The Wheelchair Service has the right to withdraw the wheelchair in the event of negligence, unsafe use or misuse; this includes occasions when the Wheelchair Service considers that the service user's condition has deteriorated to a point where they are no longer safe, either to themselves or others, whilst using the wheelchair.
- You must also inform the Wheelchair Service if you change your address. If you move out of area your equipment may be taken with you. Please inform us of your forwarding address so that we can transfer your notes to your new Wheelchair Service.
- You must inform the Wheelchair Service if you move into a Nursing or Residential Home.
- You must **not** dispose of, or pass the equipment onto another person; you must let us know immediately if you have no further use for it
- The wheelchair must not be used for sports activities or track events without our agreement
- The equipment must be kept clean and in good working order
- The wheelchair and associated equipment must not be repaired by anyone other than AJM Healthcare
- Posture/safety belts fitted to the wheelchair must be fastened safely, correctly and appropriately
- You must not have the wheelchair altered or have any attachment fitted to it without our agreement
- If you are moving abroad permanently, you are **not** entitled to take the wheelchair and associated equipment with you; please discuss your individual circumstances with the Wheelchair Service.

- If you take the wheelchair abroad for a short time you must pay the cost of any damage, loss or repair during travel and whilst outside of the United Kingdom; we advise that you arrange appropriate insurance cover
- If you are travelling within the UK for a short break, before leaving please call the local Wheelchair Service at your holiday destination for details of their local Approved Repairer, in case you require assistance with repairs while you are away. Repairs carried out within the UK, and only by recognised NHS Approved Repairers contracted to the local Wheelchair Service, should not result in costs to you.
- Additional features supplied through the use of a Combined PWB (such as powered risers) may incur costs to the user if they require repair/replacement and are not covered under the standard NHS repair policy
- The Wheelchair Service is required to report certain information related to your provision to the Clinical Commissioning Group covering your area as well as NHS England; this data is handled securely and wherever possible is anonymised/aggregated
- You must let us know immediately if:
 - The equipment is involved in an accident, is lost or damaged
 - You change your address or intend to emigrate
 - You no longer need the equipment.

Third party PWB provision is supplied under the following terms and conditions:

- The wheelchair and accessories are the property of the wheelchair user, their representative, or other funding body as outlined in any financial arrangement that has been made by the wheelchair user.
 - This may exclude postural and pressure equipment which has been issued by the wheelchair service – this will remain the property of the NHS and is supplied under the same terms and conditions as outlined in the terms and conditions for notional and combined PWB's.
- Terms and conditions previously agreed to when choosing to use your NHS contribution with a third party PWB provision
- The Wheelchair Service is required to report certain information related to your provision to the Clinical Commissioning Group covering your area as well as NHS England; this data is handled securely and wherever possible is anonymised/aggregated.

Insurance and breakdown recovery:

It is advised that equipment is appropriately insured; this includes third party indemnity against damage or injury caused through use of the equipment. Similarly, it is advised, particularly for powered wheelchairs, that appropriate breakdown and recovery coverage is purchased. **The wheelchair service does not operate a recovery service.**

All AJM Healthcare Service Users are eligible for an NHS discount from Fish Insurance. Please see enclosed Fish Insurance information leaflet for more details.

Fish insurance	Tel: 0333 331 3770	www.fishinsurance.co.uk
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You may also find the following companies useful in sourcing cover (AJM Healthcare has no association with these companies and can make no specific recommendations):

Lockton Mobility	Tel: 0345 602 8000	www.locktonmobility.com
Chartwell Insurance	Tel: 0800 089 0146	www.chartwellinsurance.co.uk
En Route Insurance	Tel: 0800 783 7245	www.enrouteinsurance.co.uk
Premier Care	Tel: 020 8346 8713	www.allcoverinsurance.com/premiercare
Royal Sun Alliance Mobility Insurance Services	Tel: 0300 037 3737	www.motability.rsagroup.co.uk
Age Concern Insurance Services	Tel: 0800 678 1602	www.ageconcern.org.uk
The AA	Tel: 0800 085 2721	www.theaa.com