

Freedom of Information Request

Reference Number: EPUT.FOI.19.1228
Date Received: 3rd September 2019

Information Requested:

1. Can we have a copy of the set referral/eligibility criteria and pathway for both adults and children i.e. who can refer to you

Copies of eligibility criteria attached.

2. Is there a set referral form or are verbal requests accepted?

Initial referrals for provision of a wheelchair or buggy must be made by a medical practitioner – e.g. doctor, nurse, allied health professional. In regards to referrals for review for those who have already got a wheelchair or buggy on loan from Southend Wheelchair Service a request can be made by anyone, with client's permission, either verbally or in writing by letter to the service or by email to the service email southendwheelchair.service@nhs.net The service no longer accepts faxed referrals.

3. If a referral is refused is there an appeal process please?

If a referral is declined then a client is able to appeal against the decision by contacting the Manager of the Service Mrs Karen Davis in writing again either by letter or email to addresses given previously. Upon receipt of the appeal it will be considered by manager with consideration of the how the eligibility criteria apply in individual cases.

4. It would be helpful to understand if you are experiencing any capacity issues and operate a waiting list.

We are not experiencing any capacity issues in regards to those clients who are under the age of 25 at the present time and so there is no waiting list in operation. At times of increased demand or reduced clinical capacity the service may have to operate a form of waiting list.

We are seeking permission to share the referral criteria you send to ensure service users are fully informed.

The Trust gives permission for you to share the criteria for the service with service users.

Publication Scheme:

As part of the Freedom of Information Act all public organisations are required to proactively publish certain classes of information on a Publication Scheme. A

publication scheme is a guide to the information that is held by the organisation.
EPUT's Publication Scheme is located on its Website at the following link
<https://eput.nhs.uk>