

We are writing to you to let you know that we are currently experiencing pressure on our wheelchair service in Kent and Medway and to thank you in advance for your patience.

There are currently longer waiting times for equipment, repairs and assessment than we would like and we are sorry for any inconvenience this may be causing. We assure you that we are doing all we can to resolve the present situation, as well as looking at long term solutions to ensure we deliver a good service for all of our patients.

NHS Thanet Clinical Commissioning Group (CCG) plans and buys wheelchair services for patients across Kent and Medway on behalf of the eight CCGs. In April 2017 the eight CCGs awarded a contract to Millbrook Healthcare to provide these services and we have every confidence in their experience and ability to deliver a comprehensive service.

Millbrook Healthcare inherited a backlog of cases when they took over the Kent and Medway contract and has worked hard to address this. Thanet CCG and Millbrook Healthcare are working in partnership to resolve these challenges. We are jointly committed to ensuring that all wheelchair users receive the best possible support for their needs.

This is a very busy time but we would like to reassure patients, families and carers that urgent referrals and repairs continue to be dealt with without delay. (For a full breakdown of what constitutes an urgent referral please go to the Millbrook Healthcare website <http://www.millbrook-healthcare.co.uk/urgent-referral-class-kent/>).

If you have further questions or concerns please contact Millbrook Healthcare by phoning 0330 124 4485, email KentContactUs@millbrookhealthcare.co.uk or write to Millbrook Healthcare, Inca House, Wotton Road, Kingsnorth Industrial Estate, Ashford, Kent TN23 6LL.

If you would like to contact your local CCG communications and engagement teams, they can be contacted using the following information:

CCG	Email contact	Telephone
Ashford	nelcsu.secomplaints@nhs.net	03000 424244
Canterbury & Coastal areas	nelcsu.secomplaints@nhs.net	03000 424244
Dartford, Gravesham and Swanley	dgs.ccg@nhs.net	03000 424903
Medway	medway.ccg@nhs.net	01634 335020
South Kent Coast	nelcsu.secomplaints@nhs.net	03000 424244
Swale	Swale.ccg@nhs.net	03000 425100
Thanet	nelcsu.secomplaints@nhs.net	03000 424244
West Kent	nelcsu.secomplaints@nhs.net	03000 424244