

Regrettably, we are currently experiencing pressure on our wheelchair service in Kent and Medway.

There are longer waiting times for equipment, repairs and assessment than we would like and we are sorry for any inconvenience this may be causing. 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 are working very closely to ensure that a comprehensive service is delivered.

Millbrook Healthcare inherited a backlog of cases when it took over the Kent and Medway contract and has worked hard to address this.

NHS Thanet CCG and Millbrook Healthcare are currently working together on an audit to better understand the pressures and to resolve these challenges. We are jointly committed to ensuring that all wheelchair users receive the best possible support for their needs.

While this is a very busy time, we would like you to be aware 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>.

If you have further questions or concerns about the service please contact Millbrook Healthcare by email on kentandmedwaywcs@millbrookhealthcare.co.uk , phone on 0330 124 4485, or by writing to Millbrook Healthcare, Inca House, Wotton Road, Kingsnorth Industrial Estate, Ashford, Kent TN23 6LL. If you wish to make a complaint about the service this should be made to Millbrook Healthcare.

If you have a complaint about the commissioning of the service, please contact the Clinical Commissioning Group (CCG) for the area you live in. For Ashford, Canterbury and Coastal, South Kent Coast, Thanet and West Kent CCGs, please contact the NEL Patient Experience Team on 03000 424244, email NELCSU.SEcomplaints@nhs.net or write to NEL Patient Experience Team at Kent House, 81 Station Road, Ashford, Kent, TN23 1PP. For Dartford, Gravesham and Swanley CCG please phone 03000 424903 or email dgs.ccg@nhs.net, for Swale CCG please call 03000 425100 or email swale.ccg@nhs.net and for Medway please phone 01634 335020 or email medway.ccg@nhs.net.