

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

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 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 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.

While this is a very busy time, we are communicating with patients, families and carers to provide assurance that urgent referrals and repairs continue to be dealt with without delay. For a full breakdown of what constitutes an urgent referral visit the Millbrook Healthcare website [millbrook-healthcare.co.uk](http://millbrook-healthcare.co.uk).

If you have further questions or concerns regarding the service please contact Ailsa Ogilvie, Chief Operating Officer at NHS Thanet CCG by emailing [tccg.wheelchairs@nhs.net](mailto:tccg.wheelchairs@nhs.net) or writing to Thanet Clinical Commissioning Group, Thanet District Council, Cecil Street, Margate, Kent CT9 1XZ. If you would prefer to speak to a member of the Kent and Medway Wheelchair Service, please call 0330 124 4485 or email [kentandmedwaywcs@millbrookhealthcare.co.uk](mailto:kentandmedwaywcs@millbrookhealthcare.co.uk).

Anyone who has a complaint regarding the commissioning of the service should contact the Clinical Commissioning Group covering the area they live in. Regarding Ashford, Canterbury and Coastal, South Kent Coast, Thanet and West Kent CCGs, please contact the NEL Patient Experience Team who can be contacted on 03000 424244, by emailing [NELCSU.SEcomplaints@nhs.net](mailto:NELCSU.SEcomplaints@nhs.net) or by writing 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](mailto:dgs.ccg@nhs.net), for Swale CCG please call 03000 425100 or email [swale.ccg@nhs.net](mailto:swale.ccg@nhs.net) and for Medway please phone 01634 335020 or email [medway.ccg@nhs.net](mailto:medway.ccg@nhs.net).

You can also raise a complaint with Millbrook Healthcare. Please visit [millbrook-healthcare.co.uk/contact-us/feedback](http://millbrook-healthcare.co.uk/contact-us/feedback) to download a copy of our complaints procedure or call our dedicated team on 0330 124 4492.