



A statement from NHS Thanet Clinical Commissioning Group and Millbrook Healthcare:

The Kent and Medway wheelchair service is commissioned by NHS Thanet Clinical Commissioning Group (CCG), on behalf of the eight CCGs across Kent and Medway, and is delivered by Millbrook Healthcare.

We acknowledge that some people have been waiting too long for their assessments, repairs, or new wheelchairs, cushions and other equipment, and we are very sorry about this.

Through working together, and following an independent audit commissioned by the CCGs, it has been agreed that additional funds are required to clear the backlog of those waiting. NHS Thanet CCG is committed to working with the CCGs across Kent and Medway to gain approval to release the necessary funds to do this.

The additional funding will be linked to a plan with clear timelines for issuing equipment and repairs to all service users who have been waiting for 18 weeks or more, with those who have been waiting for longer than a year being prioritised.

Service users who are referred into the service as [urgent](#) will continue to be prioritised.

If you would like to speak to a member of the Kent and Medway wheelchair services team, please contact:

Call: **0330 124 4485** (lines are open Monday-Friday 08.00-17.00) Email: **kentandmedwaywcs@millbrookhealthcare.co.uk**