

Wheelchair & Posture Management Service
Heart of Hounslow Centre for Health
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Hounslow
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Tuesday 21 June 2016

Dear service user

Your new integrated wheelchair and repairs service in Hounslow

From 1 July 2016, Hounslow Wheelchair and Posture Management Service is re-launching as **The Wheelchair Hub** - a new integrated service for local people in Hounslow, which will continue to deliver the same, high quality wheelchair service you have come to expect, and will now provide repairs and maintenance of your wheelchair too.

The Wheelchair Hub will be delivered in partnership with three local NHS providers: Hounslow and Richmond Community Healthcare NHS Trust (HRCH), Central London Community Healthcare NHS Trust (CLCH) and King's College Hospital NHS Foundation Trust (KCH). This partnership combines the strengths of HRCH and CLCH as well established wheelchair service providers, with the expertise of KCH in repairs, maintenance, and engineering.

The Wheelchair Hub will provide a single, streamlined service for all aspects of wheelchair care:

- **General enquiries**
- **Wheelchair and posture assessment, equipment and review**
- **Repairs and maintenance**
- **Sleep system service:** the Wheelchair Hub will include the new sleep system service.

What is changing?

Besides the change of name, from 1 July 2016, all of your wheelchair repairs will be managed directly by the local team, using the same contact number you currently use for the assessment service. **You will no longer need to contact NRS Healthcare.**

Contact the team

You will continue to see the same team, along with a few new faces.

From 1 July 2016 please contact **The Wheelchair Hub** for all of your wheelchair and posture management needs.

Contact us directly on:

T: 020 3771 5990 / 5991

A new base in Hounslow

The Wheelchair Hub will re-locate to a new base in August 2016, which will allow us to deliver a seamless service to you. Until such time, the service will continue to be based at Heart of Hounslow Centre for Health. We will write to you closer to the time with our new address.

The contact telephone numbers will remain the same, even after the move.

T: 020 3771 5990/ 5991

If you have any questions about the new service, please do not hesitate to contact me or a member of the team.

Kind regards



Sarah Brown
Clinical Services Manager



If you would like to receive text or email notices from us, please ensure that we have your contact details.