

**RE: Change in wheelchair service provider**

*Sent on behalf of Sharon Morrow, Senior Responsible Officer, Unplanned Care, Barking and Dagenham, Havering and Redbridge Clinical Commissioning Groups*

Dear colleague,

We are writing to inform you that from 1 April 2018 a new wheelchair service will be provided across Barking and Dagenham, Havering and Redbridge (BHR). This new service will be run by AJM Healthcare, a specialist provider of mobility equipment.

**Why is this happening?**

Current contracts to provide wheelchair services in BHR are due to expire at the end of March 2018. After a comprehensive procurement exercise, BHR Clinical Commissioning Groups (CCGs) appointed AJM Healthcare to provide a new wheelchair service across the three boroughs.

AJM Healthcare will provide a full service that includes clinical assessment, clinical support and wheelchair equipment. NELFT, Provide Wheelchair Service and DGT Services Ltd will no longer provide wheelchair services in Barking and Dagenham, Havering and Redbridge.

New services will improve patient experience as they will have the same provider for all elements of their wheelchair services, and this combined service ensures that the local NHS provides the best value for money.

**Continuity of care**

Our priority is to ensure that patients continue to receive an uninterrupted wheelchair service. BHR CCGs and AJM Healthcare are working closely with the existing providers to ensure a smooth transition to the new service.

All existing users of wheelchair services will be automatically transferred to AJM Healthcare from 1 April.

All users are being informed of the changes and how they can contact AJM Healthcare.

AJM Healthcare will be in touch to confirm the process for new referrals to the service on or before 1 April 2018.

We are also working with local councils to ensure that all social care workers and hospices are informed of the new service and the new referral process.

**AMJ Healthcare contact details and opening hours**

**Telephone number:** 0808 169 1040

Please call this number for all enquires, including during normal working hours and for the out-of-hours emergency repair service.

**Normal opening hours:** 8.30am to 5.30pm, Monday to Friday

**Emergency repair service:** will operate 7am to 8.30am and 5.30pm to 11pm, Monday to Friday. 7am to 11pm on weekends and bank holidays.

If you have any questions or queries about the new wheelchair service, please contact  
AJM Healthcare on:

- Tel: 0808 169 1040
- Email: [northeastlondon@ajmhealthcare.org](mailto:northeastlondon@ajmhealthcare.org)

Yours sincerely

Sharon Morrow  
Senior Responsible Officer, Unplanned Care  
BHR CCGs