



## Introduction

The Right to Travel UK initiative is designed to support wheelchair users whose NHS provided wheelchair/buggy has broken down or developed a fault when travelling out of their home area within the UK. The "Right to Travel UK" campaign has been set up by the National Wheelchair Managers Forum (NWMF) to provide support to our wheelchairs users requiring wheelchair or buggy repairs when out of their home area.



### Background

The "Right to Travel" initiative came about following an incident in Leicester where a wheelchair user and his family travelled 200 miles away from Leicester on holiday and his powered wheelchair broke down on day 2 of a 7 day holiday. The family contacted the wheelchair service in the area and were told they would have to wait 5 days for a repairer to come out which would mean they were housebound for the duration of the holiday. On return a very distraught family reported that they would not make the same mistake again and travel so far away from Leicester where they would not have the support they required. We found the whole process disturbing that our wheelchair users are afraid to travel for this reason and wanted to try and bring about a national change. Following this incident The National Wheelchair Managers Forum (NWMF) have formulated a National Pathway and leaflet that we would like to be adopted by all services.

#### **Pathway** Service User (SU) breaks down out of area in the UK SU notifies their home wheelchair service and is advised to contact the locality wheelchair service for support with repairs http://www. wheelchairmanagers.nhs.uk/ services.html Standard repair Urgent repair required SU's home wheelchair Within 3 working days (DV or Within 24 hours (DV or appt service to be notified of appt at centre). at centre). costs/ service required by A Standard repair is when the An urgent repair is when the locality service and wheelchair has developed a wheelchair is not safe to use repairs agreed. fault but is safe and operationa or no longer operational. to use in the short term. Locality wheelchair service to invoice SU's home wheelchair service for payment and to send repair documentation.

### Leaflet

There is a NWMF leaflet that can be utilised by any service to be given to SU's. The leaflet can be downloaded from the NWMF website.



# Moving forward...

Wheelchair and repair services that would like to be a part of the Right to Travel UK initiative please contact **caroline.desjardins@blatchford.co.uk** to express your services interest. The NWMF website is undergoing further construction at present but you will shortly also be able to sign up to the Right to Travel via this forum.



### Accreditation

Wheelchair and repair services that sign up to the Right to Travel initiative and adhere to these standards will have the quality accreditation with the Right to Travel UK logo next to their services name. This denotes their services commitment to provide a comprehensive repair services to NHS wheelchair users.

