

Acute Services Division



## Your Wheelchair - Terms and Conditions

West of Scotland Mobility and  
Rehabilitation Centre (WestMARC)  
Queen Elizabeth University Hospital  
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**Telephone:** 0300 790 0129

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This leaflet sets out the Terms and Conditions for the use and care of your NHS wheelchair.

- The wheelchair, is on loan to you, and is the property of the West of Scotland Mobility and Rehabilitation Centre. (WestMARC)
- In the event of any damage or theft, you will be liable for the replacement cost of the wheelchair.
- We strongly recommend that you arrange, Fire, Theft, Loss or Accidental Damage insurance cover for the wheelchair.
- The NHS is not responsible for any damage to a third party due to the wheelchair.
- You should keep the wheelchair in good order at all times and clean it regularly and lubricate it at your expense.
- You should try to protect the wheelchair against damage, and keep it in a secure, dry environment when not in use.
- Only you should use the wheelchair.

#### You should not:

- Modify the wheelchair in any way without written permission from WestMARC.
- Use the wheelchair for any purpose other than that for which it has been provided.
- Loan the wheelchair to anyone else
- Take the wheelchair abroad without appropriate insurance cover.

#### WestMARC Call Centre

- If you no longer need the wheelchair please phone the WestMARC Call centre on **0300 790 0129** and we can arrange to collect it.
- If you think you need a mobility review please contact the WestMARC Call Centre on **0300 790 0129** to discuss your needs.

#### Wheelchair repairs

- WestMARC is responsible for any repairs to your wheelchair.
- Do not arrange any repairs may without written permission from WestMARC.
- You will need to meet the costs of any repairs which are due to misuse or neglect.

- You can request a wheelchair repair direct from WestMARC by telephoning **0300 790 0129** (Normal opening hours are 8.45am to 4.15pm – Monday to Friday).
- Urgent repairs should be completed within one working day.
- Routine repairs should normally be completed within five working days.
- If your chair is found to be in an unhygienic condition WestMARC staff may refuse to carry out repairs.
- In an emergency, if you have a wheelchair breakdown outwith WestMARC's normal opening hours, you may arrange for minor repairs which do not exceed £25.00.
- You should send receipts to the Operational Services Manager at WestMARC for reimbursement, or ask the firm to send an invoice to the Operational Services Manager at WestMARC.

If your chair is involved in an accident of any kind, or is damaged or lost, you must contact WestMARC immediately by telephoning the WestMARC Call Centre on **0300 790 0129**

You must tell WestMARC of any change of address or telephone number in the event WestMARC may need to contact you. Please contact the WestMARC Call Centre on **0300 790 0129** to update your details.