

Wheelchair and Seating Service

Repairs and maintenance – What to expect

If you have an NHS wheelchair issued by the wheelchair service run by Sussex Community NHS Foundation Trust in Brighton & Hove or West Sussex, it will be repaired and maintained by a company called AJM Healthcare. Their contact details are alongside:

AJM Healthcare
Unit 17, North Crescent
Diplocks Way
Hailsham
East Sussex BN27 3JF
01323 847250
service@ajmhealthcare.org

If your wheelchair needs a repair or maintenance, please report this to AJM Healthcare. Do not attempt any repairs yourself.

AJM Healthcare offers two types of repair response times; standard and emergency.

Their customer service's opening hours are 8.30am – 5.00pm Monday to Friday.

They can be contacted out-of-hours by telephone – your call will be redirected to the on-call engineer's mobile / voicemail.

Standard response

<p>Your wheelchair is safe for you to use (e.g. a part is worn but doesn't impact on the safe use of the wheelchair).</p> <p>And it is a standard or basic model we have not modified for you.</p>	<p>Repair completed within: 15 working days</p>
<p>Your wheelchair is safe for you to use (e.g. a part is worn but doesn't impact on the safe use of the wheelchair).</p> <p>But it is complex or has been modified to meet your needs.</p>	<p>Repair completed within: 25 working days</p>
<p>Your wheelchair is unsafe or unstable.</p> <p>But you do not use it indoors every day.</p>	<p>Repair completed within: 5 working days</p>



Emergency response

This is for any wheelchair you use indoors every day that is unsafe or unusable, and you do not have another wheelchair you can use. Please note that a manual wheelchair is not a substitute for a powered wheelchair.

Is it an emergency?

To determine if your repair is an emergency AJM Healthcare will ask you:

- Is your wheelchair unsafe or unusable?
- Do you use it all the time indoors?
- Is it the only wheelchair you can use to move?

If you answer yes to all these questions, AJM Healthcare will respond as follows:

The request is made to AJM Healthcare before 12.00pm .	Repairs will be completed the same day or a loan wheelchair will be given to you.
The request is made to AJM Healthcare after 12.00pm .	The following day , repairs will be completed or a loan wheelchair will be given to you.

Contacting the wheelchair service

If you have problems arranging a repair or are unsure about the level of service you can expect, please contact the wheelchair service:

Team	Telephone	Email
Bognor	01243 623650	sc-tr.wheelchairservicebognor@nhs.net
Brighton & Hove	01273 242156/7	sc-tr.wheelchairadmin@nhs.net
Horsham	01403 227000 ext. 7160	sc-tr.wheelchairservicehorsham@nhs.net
Worthing	01273 265850	sc-tr.wheelchairserviceworthing@nhs.net