

Derbyshire Wheelchair Service - Frequently asked questions

The information below has been pulled together to help answer some of the questions people have been asking.

1. Where is my equipment?

We know that some people had an appointment with AJ Mobility, and it was found that equipment was needed, and it was ordered.

This equipment should have been passed on to Blatchford on the 1st of April 2025. We are sorry that there have been delays in the transfer of this equipment.

If you are waiting you will be contacted by Blatchford soon who will explain the next steps.

2. Why is my equipment not available?

Blatchford are working through information and equipment they have received from A J Mobility.

Equipment not received by Blatchford on 1st April 2025 will need to be ordered. Some people may need to be reassessed to make sure needs are met. This means that there may be delays in receiving their equipment. We are working hard with Blatchford to get things sorted.

Blatchford will be contacting those waiting soon to discuss next steps.

3. When will I get an appointment for an initial assessment or review?

Each person is reviewed based on clinical need. An appointment will be offered as soon as possible.

We are sorry that there are delays. Work is ongoing to improve getting an appointment.

4. What do I do if my needs have changed?

If you feel that your needs have changed since your assessment with AJ Mobility, please contact Blatchford.

5. What is being done to reduce waiting times?

Blatchford have introduced a quicker assessment service. This should improve waiting times for assessments and equipment.

Blatchford are reviewing all patients to learn how to improve waiting times.

More staff have been deployed to support this work.