

4 June 2025

Dear patient

We are writing to let you know of an important change to wheelchair services in Derby & Derbyshire. AJM Healthcare is no longer providing Wheelchair services in Derbyshire. From 1st April 2025, Blatchford Limited are our new wheelchair service provider. They are responsible for assessments, wheelchair provision, repairs, and ongoing support.

Derby and Derbyshire Integrated Care Board (DDICB) are responsible for Health services in Derbyshire. This includes managing the contract for the Derbyshire Wheelchair service.

We are aware that there have been delays for wheelchair services. There is work to reduce waiting times. We understand how important these services are to you. We are sorry for any delay you may be experiencing.

We are working with Blatchford Ltd to carry out a detailed review of the current service. This review is to help us understand the delays. Then we can make changes to improve on the delays.

We understand how important it is for you to get appointments when you need them. DDICB and Blatchford Ltd are working hard to make improvements. We hope that we can make improvements and offer a better service.

#### **New Contact information:**

<b>Telephone number</b>	01332 278648
<b>Email address</b>	<a href="mailto:cabsl.derbyshirewheelchairservice@nhs.net">cabsl.derbyshirewheelchairservice@nhs.net</a>
<b>Address</b>	Derbyshire Wheelchair Service Unit 10 Raynesway Park Raynesway Derby DE21 7BH
<b>Website</b>	<a href="http://Derbyshire NHS Wheelchair Clinic">Derbyshire NHS Wheelchair Clinic</a>

If you have had a delay we know that this is frustrating. We are working as hard and quickly as possible. Please be kind to Blatchford staff who are doing all they can.

Yours sincerely



Yours sincerely



**Name** Louise Swain  
**Position** Assistant Director  
**DDICB**

**Name** Sachin Gohil  
**Position** General Manager, Patient Services  
**Blatchford Ltd**

**ENC**  
**Questions and Answers**