

NHS Derby and Derbyshire Integrated Care Board (ICB) commissions and manages the contract for the Derbyshire Wheelchair service.

There have been waits for wheelchair services and we have been working to reduce these waits. So far, almost half the people who were waiting have received a wheelchair since April 2025 and we are continuing to work with our provider, Blatchford, to improve waiting times for patients.

We understand how essential these services are to your mobility and independence, and we sincerely apologise for any delay you may be experiencing.

Since 1 April 2025 Blatchford has been the provider of our wheelchair service. They are now responsible for assessments, wheelchair provision, repairs, and ongoing support.

Blatchford inherited a waiting list from the outgoing provider and has been working closely with the ICB to review the inherited waiting list to establish which individuals have been waiting for a wheelchair or related equipment and how any waiting times could be reduced and access improved.

Blatchford are prioritising those with the highest clinical needs during this review and where it has not been possible to source new equipment immediately, they have tried wherever possible to repair or adapt existing equipment to ensure people do not have to unnecessarily wait.

If you would like to check if you're eligible for equipment the eligibility criteria is clarified here: [Derbyshire Wheelchair Service Criteria 2025-2028 » Joined Up Care Derbyshire](#).

We appreciate how important it is for people to receive timely support, and alongside Blatchford we are jointly committed to making the improvements needed to reduce waiting times and enhance patient experience.

We are now working through the remaining cases and expect to have significantly reduced or cleared the inherited waiting list before the end of 2026.

If you are waiting to hear from us, please read our FAQs about the process, which can be found below.

Derbyshire Wheelchair Service – Frequently asked questions

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

Where is my equipment?

We know that some people were expecting to receive their equipment following their assessment with AJ Mobility. Blatchford, the new provider is working with the ICB to expedite these cases.

In some instances, Blatchford may need to reassess patients to ensure their needs haven't changed and may have to reorder equipment.

Where this is the case patients will be contacted by Blatchford and informed of progress.

We are sorry if you are one of these cases and have not received your equipment.

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

Each person is reviewed based on clinical need as they are referred into the service. An appointment will be offered as soon as possible. This may be a face-to-face appointment at one of Blatchford's clinics, or it may be conducted as an online appointment.

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

What do I do if my needs have changed?

In some instances, Blatchford may need to reassess patients to ensure their needs haven't changed and may have to reorder equipment.

Where this is the case patients will be contacted by Blatchford and informed of progress.

What is being done to reduce waiting times?

Blatchford have introduced quicker processes and have been supporting the ICB with reducing the legacy list transferred to them. This should improve waiting times for assessments and equipment. More staff have been deployed to support this work and additional clinical support is being provided which will see waiting times for wheelchair services reduced through 2026.

How are you prioritising those people who need equipment and are waiting?

We always aim to prioritise those with the highest clinical needs. The Derbyshire Wheelchair Service will be in contact with you prior to taking your care forward to ensure they have the most up to date medical information.

Additional staff have been deployed to support waiting list reduction.

I think my case is urgent, but the service hasn't acted yet – why?

When we review requests, we look at the most up to date clinical information. Unfortunately, sometimes what feels urgent to you may not meet the clinical criteria for urgent action at that time.

If your situation changes, please let us know so we can review your case again. You can also review the eligibility criteria on our website: [Derbyshire Wheelchair Service Criteria 2025-2028 » Joined Up Care Derbyshire](#).

In the meantime, if you need further support please see a list of options online here:

- [Waiting Well](#)
- [Derbyshire NHS Wheelchair Clinic](#)

If I am on the waiting list, what happens when it is my turn?

A member of the Blatchford clinical team will contact you. They will check your needs and see if anything has changed since you were referred or last assessed.

If I am told I am not eligible for a wheelchair, what does this mean?

We are very sorry that you have been waiting. As part of our work to reduce waiting times, we are checking every person on the waiting list against the wheelchair eligibility criteria.

This is to make sure the service is fair and follows the rules for who can get a wheelchair. If, after this review, you are not eligible for a wheelchair, we will let you know. You can read the full eligibility criteria on our website here: [Derbyshire Wheelchair Service Criteria 2025-2028 » Joined Up Care Derbyshire](#).

If you still need help, you can find other support options on our website here: [Derbyshire NHS Wheelchair Clinic](#)

I don't think I can come to clinic – what can I do?

If you cannot come to the clinic, Blatchford could offer other options like a phone call or an online appointment. Please tell Blatchford when you contact the service so they can find the best way to help you.

Coming to the clinic is important because Blatchford has a large range of wheelchairs there. Blatchford have been able to reduce the waiting times for wheelchairs by increasing the number of appointments which take place at the wheelchair centre, online or via the telephone.

If you need help with transport, you can call East Midlands Ambulance Service (EMAS), the patient transport service for the county, on 0300 300 3434 or email: NEPTSenquiries@EMAS.nhs.uk.

