|  |  |
| --- | --- |
| **+Recipient Name Address Line 1 Address Line 2 Address Line 3 Address Line 4** | Millbrook Logo inserted here  [DATE] |

Dear Title Surname,

**Hertfordshire Wheelchair Services – Change of provider**

We are writing to you as you are a registered service user of the Hertfordshire Wheelchair Service, currently provided by Millbrook Healthcare. As from 1st October 2022 the assessment, provision and repairs service will transfer to AJM Healthcare Ltd.

AJM Healthcare is another experienced provider of NHS Wheelchair Services, and they provide similar services across the country.

You can find more about the organisation here: <https://www.ajmhealthcare.com>

**Why are these changes taking place?**

The Hertfordshire and West Essex Integrated Care Board (HWE ICB) – the NHS organisation which commissions the delivery of healthcare in Hertfordshire and West Essex – has awarded this contract to AJM Healthcare.

**How does this affect me?**

We are working with AJM Healthcare Ltd to make sure this service transfer is seamless. If you have an appointment scheduled in the next few weeks, please be assured this will go ahead as planned.

If you do not have an appointment currently scheduled, due to the high volume of referrals and the existing waiting list it is unlikely that you will be assessed prior to the transfer of the service.  Please be assured that all referrals are being screened by our team of clinicians and any individuals whose referral meets the urgent criteria will be contacted.

**Do I have an option to stay with the Millbrook Healthcare?**

No. Services will no longer be available at the Millbrook Healthcare facility.

**What do I have to do?**

## Because of this change your personal details and the record of your care with us will need to be transferred to AJM Healthcare. This is so that you can continue to receive your care without any delay and the team caring for you can still access all the information that they need about your condition. Your details and record will be securely transferred through an electronic system and will only be shared with the people who are directly involved in providing your care. You will not need to return to your GP for a referral to the new service.

**If you do not wish to have your information transferred to [AJM Healthcare Ltd], please let us know 14 days from receipt of this letter.**

**If you are happy for us to transfer your information to AJM, you do not need to do anything.** You do have the right to tell us if you do not want your records transferred. However, if your records are not transferred to AJM, this will mean that you will no longer be able to access the Hertfordshire Wheelchair Service. You can keep your wheelchair but would need to find your own repair service for your equipment. In the future, should you then require any care from the wheelchair service a new referral would need to be made into the wheelchair service by a recognised healthcare professional.

If the intended recipient of this letter is no longer a service user of the wheelchair service, please accept our sincere apologies. Please contact our team on 0333 234 0303 to inform us if this is the case.

# IMPORTANT

If you have any urgent need for wheelchair repairs or adjustments or require support and advice regarding the content of this letter, please contact us:

* **Millbrook Healthcare Until 30/09/2022 – 0333 234 0303**
* **AJM Healthcare Ltd From 01/10/2022 –** **0808 1753040**

The new AJM Healthcare Wheelchair Service will provide clinics from locations listed below:

* Unit 5, Centrus, Mead Lane, Hertford, SG13 7GX
* Unit 5B, Vale Industrial Estate, Tolpits Lane, Watford, WD18 9QP

Yours sincerely

Millbrook Healthcare