



RIGHT TO TRAVEL UK



NWMF Website:
www.wheelchairmanagers.nhs.uk

For further details please contact
your home wheelchair service.

RIGHT TO TRAVEL UK

This leaflet is designed to support wheelchair users whose NHS provided wheelchair/buggy has broken down or developed a fault when travelling outside of their home area within the UK. The “Right to Travel UK” campaign has been set up by the National Wheelchair Managers Forum (NWMF) to provide support to our wheelchair users requiring wheelchair or buggy repairs when outside of their home area.

How to prepare your wheelchair/buggy before travelling

We would encourage wheelchair users to check their equipment to ensure their mobility equipment is in good working order prior to travel.

If you have concerns, please contact your approved repairers to carry out repairs or maintenance.

If you have a powered wheelchair please remember to take your charger and book your powered wheelchair maintenance check in good time before you travel.

Your mobility equipment should be insured against loss, theft or damage.

What to do if you breakdown out of area

Please contact your home wheelchair service and notify them of the fault with your wheelchair. Your wheelchair service will provide the contact details of the nearest wheelchair service to you. Alternatively you can access the NWMF at <http://www.wheelchairmanagers.nhs.uk/services.html> for the contact details of your nearest service.

How quickly will my wheelchair be fixed?

If your wheelchair is no longer operational or unsafe to use the wheelchair repair service will endeavour to send a repairer out to you within 24 working hours. Alternatively some wheelchair services provide a drop in facility at their centre for your equipment to be fixed. If a fault has developed with your wheelchair but it is still safe and operational to use the wheelchair service will send a repairer to you within 3 working days.

Do all wheelchairs service across the UK provide this repair service?

No. On the NWMF service directory there is a list of all wheelchair services, Wheelchair services with the “Right to Travel” logo next to it have agreed to provide this enhanced out of area service. Please check the details of your nearest wheelchair service prior to travelling.



Will the repair service cover roadside assistance?

No. The repair service will not visit at the roadside. Some wheelchair insurance companies or mobility schemes may provide this service.

I have a privately purchased wheelchair; will this be covered by the “Right to Travel UK”?

No. “Right to Travel” is only for NHS provided wheelchairs. People with privately purchased wheelchairs are advised to contact a mobility shop in the local area.