



Statement from NRS Healthcare Clinical Service 25/3/2020
NHS Vale of York CCG Wheelchair Services

Following the recent Government Requirement and NHS recommendations the decision has been taken by NRS Clinical Services to suspend all clinic appointments in Vale of York and Outlying Clinics in order to protect our service users and staff.

All clinic appointment already booked are being cancelled and service users are being contacted by the clinical team and where possible solutions are being offered without a face to face appointment.

URGENT new and re- referrals will be triaged by clinical staff to ascertain whether it is medically safe and clinically appropriate to visit the service user in their own home. We will continue to accept referrals, however, if these are deemed low to medium priority service users will be contacted and advised we will not be able to offer an appointment at this time and they will be asked to call back when the current social distancing requirements have been lifted.

We shall also continue support hospital discharge.

Wheelchair services staff are working hard to provide support to all our users in this difficult time and implementing alternative ways of working to help ensure safe access the service.

If you have any queries or question in relation to referral or appointments, please contact the service using the details below;

NHS Vale of York Wheelchair Services
Blue Beck House, Blue Beck Drive, Shipton Road, York, YO30 5SF.
Tel: 01904 654052 and select option 2
Email: cabsl.nyowheelchairs@nhs.net