

Wheelchair and Special Seating Service

Accredited Referrer Referral Form User Guide

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Introduction

The purpose of this document is to provide guidance for those referring into the Wheelchair and Special Seating Service for new clients.

The Service has recently undergone some procedural and IT changes which will be implemented on Tuesday 10th November 2020. This includes an update of our 'INITIAL' referral form for 'NEW' clients (those not yet known to us).

This document should assist you in navigating the new format.

Who is this guide for?

- *Any therapists or associated therapy staff who have completed the Accredited Referrers course at the Bristol Wheelchair and Special Seating Service.*

- *General Practitioners*: please use the GP Referral Form via EMIS.
- *Non-accredited healthcare professionals* – please ask an accredited colleague to refer, OR you may complete the referral detail and ask for an accredited colleague to counter-sign.
- For information on how to become an accredited referrer, please contact the wheelchair service).

Additional Resources for referrers

- The following information should be read and considered before making a referral.
- In particular, please note the section on Personal Wheelchair Budgets (PWB). Existing accredited referrers may have been familiar with the Voucher Scheme, which is no longer active.
- As an accredited referrer who is *prescribing* a standard wheelchair without further assessment by the service there is now an expectation for you to discuss this with the client and report on the referral form.
- The service website, general service criteria and Personal wheelchair budget information is all located on our website at the following location.
<https://www.nbt.nhs.uk/bristol-centre-enablement/services-at-centre/wheelchairs-special-seating>
- **Please ensure that you have read and understand the service criteria on the website before making ANY referral.**

Which Referral Form to Use

Referral Reason/Type	Referral Form to Use
Initial client referral – - for prescription of standard wheelchair/buggy and/or - request for further assessment for MANUAL wheelchair/buggy by BWS.	Wheelchair Referral Form Manual Wheelchair/Buggy
Electrically Powered Indoor Chair (EPIC)	Powered Wheelchair Referral Form
Electrically Powered Indoor/Outdoor Chair (EPIOC)	Powered Wheelchair Referral Form
Pressure-Relieving Cushion for a Wheelchair	Wheelchair Cushion Referral Form
Other Wheelchair/Cushion/postural Issues related to an existing client of BWC	Existing Client Referral Form

Completing the new-style Wheelchair Referral Form Manual Wheelchair/Buggy for new clients

- Mandatory fields are highlighted in **RED**. The referral cannot be saved and submitted if any of these are not completed.
- Referrals not meeting the criteria will be logged and rejected back to you.

Referrers Details

Accreditation number:

- When you have completed our Accreditation Course for professional referrers, you will receive an Accreditation Number that is personal to you. This must be included on your referral form.
- If you forget your Accreditation Number, you can contact the service for this information. Please keep a note of it.
- The service now has the ability to ‘push’ a referral form to you, with pre-populated information, including your details and accreditation number. We would suggest all referrers do this, so please contact the service on the general number/email address.
- You will also be issued with a password for the document; this will ensure that the patient information that is subsequently submitted is protected.
- Please do provide your email address; it can be helpful when we can’t make contact with you otherwise.

Counter-signing a colleague’s referral:

- You may use your accreditation number to effectively ‘counter-sign’ the referral for a colleague. Please be aware that you will be taking responsibility for the referral, so YOU must ensure the criteria are met and the referral is appropriate.
- You will need to provide your name as a signatory.

Accreditation No.	<input type="text"/>	If this Number is not the referrer, give Accredited counter signature name below.	
Accredited Counter Signature	<input type="text"/>		
Referrers Name	<input type="text"/>	Location / Ward	<input type="text"/>

Digital signature:

- This is not mandatory.
- If you wish to create your own digital signature:
 - Click into the counter signature box and a ‘Sign in with a Digital ID’ box will appear

Sign with a Digital ID ×




Choose the Digital ID that you want to use for signing: Refresh

- Select Configure new Digital ID

Configure New Digital ID

- You then have a few options to enable the signature to be created; this can either be by uploading a scanned copy of your signature, by linking to your smartcard or by creating one online through the software.

Select the type of Digital ID:

-  **Use a Signature Creation Device**
Configure a smart card or token connected to your computer
-  **Use a Digital ID from a file**
Import an existing Digital ID that you have obtained as a file
-  **Create a new Digital ID**
Create your self-signed Digital ID

Wheelchairs required for discharge

- These will always be treated with the highest priority WHEN A DISCHARGE DATE IS SUPPLIED.
- When a date and destination are not known, the referral is regarded as ROUTINE.
- As much information as possible in relation to criteria, wheelchair use and functional needs is imperative if the service is to respond to these requests in a timely manner.
- Always consider whether a standard issue wheelchair (self-propel or transit) will be suitable for discharge, particularly where these are available to you in hospital stock.
- Powered wheelchairs are **not** considered as a discharge need.

Satellite Hospital Stock

- BEFORE issuing a wheelchair from your hospital stock, please ensure you check with Bristol Wheelchair Service that the patient does not already have a wheelchair from us.
- If you do issue a chair from hospital stock then please ensure the SERIAL NUMBER of the chair is supplied on the form.
- A client can be placed on the waiting list for a follow-up if this standard issue is safe for discharge, but considered insufficient or not ideal for longer-term use.

Carer's details

- Where you are prescribing a TRANSIT wheelchair, it is the responsibility of the referrer to ascertain the carer's fitness to complete this task. This will NOT be completed by the wheelchair service where you have prescribed standard equipment.

Prescribing a wheelchair

- Our general service criteria and considerations needed to prescribe a wheelchair have not changed. These remain the same as per the accreditation course you attended.
- As an accredited referrer, you will be aware that you are taking the professional responsibility for the wheelchair TYPE and SIZE selected. Once accepted, your prescription for standard equipment will be processed by a member of the admin team and NOT a qualified clinician.
- Part of this process now involves you discussing Personal Wheelchair Budgets with the client PRIOR to referring them. (Please see above for link to further information). You will need to indicate that you have had the conversation and the client's decision, here:

Additional information


- If your referral is complex, or the client does not immediately meet the criteria, but in your professional opinion should be considered, this section MUST include detailed reasons and relevant information. If this is not clear, the referral may be rejected.
- If you have completed a home environment assessment/access visit and this is relevant to the wheelchair, please include details.

What to expect now

- You will receive an automated confirmation of your referral.
- It MAY be necessary for one of our clinicians to contact you regarding your referral. Please ensure we have accurate contact details.
- If the clinicians have sufficient information to make a decision, it may not be necessary to contact you or the client. When a client is placed on a waiting list, they will receive a letter to inform them.
- A client may be on our waiting list for several weeks.
- Our clinicians MAY feel it appropriate to contact you following their assessment, with an update on the outcome, but this is not the case with every referral.

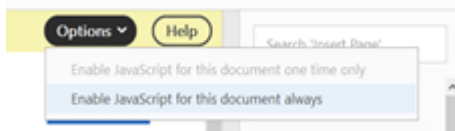
Troubleshooting

- We understand there may be teething issues with the new process, if you can ensure you have read this document and only contact the service if you can't resolve.
- Please be aware we CANNOT accept new referrals over the phone.
- The PDF requires a software called Javascript to work correctly. There will be a message in a yellow bar at the top of the document if this software is not enabled.

 JavaScript is currently disabled and this document uses it for some features. Enabling JavaScript can lead to potential security issues.

Options ▾ Help

- If you select Options, and then enable Javascript it should then allow you to edit the document.



- If this doesn't work it may be that your organisation has disabled the use of Javascript, in this instance then you will need to complete a Word version of the referral form. This will be available on our website, but must only be used as a last resort.
<https://www.nbt.nhs.uk/bristol-centre-enablement/referral-centre>
- The new referral method will go-live on Tuesday 10th November. We would ask that no new referrals are made to the service on Monday 9th November to allow us to make the relevant changes to our website and migrate over to the new system. The current e-referral system will be deleted on that day.