

Your local provider of Wheelchair Services is Ross Care



What has Changed? Why Ross Care?

Millbrook Healthcare group took the decision to organise all of their wheelchair services into one specialised division under Ross Care. Ross Care, as a long-standing major provider of NHS Wheelchair Services was an ideal fit to ensure the high quality support and develop of this service.

Furthermore, as of the 1st of May 2023, Ross Care is under new ownership joining forces with Medequip, the UK's largest supplier of community equipment. This new ownership does not change the fact that Ross Care is now your local provider of either Wheelchair Services or NHS Approved Repairs. We are pleased to have combined the expertise of these two businesses, which will enable our services to go from strength to strength.

Will this disrupt the services I'm receiving?

No. Your local team will remain the same, operating out of the same location. Your services will continue as normal and you can continue to contact us using the existing phone number as you have always done.

What will change?

The visual appearance of our branded items will change. This means that items such as staff uniforms, company vehicles and documentation will gradually begin to bear the name 'Ross Care' along with an updated colour scheme. Our phonedlines will also be answered as Ross Care.

Our wheelchair service and repairer information web pages will be moving to a different website. Details of our services can be found at: www.hampshirewheelchairservice.co.uk, or via www.rosscare.co.uk and browsing to the 'Wheelchair Services' tab.

These changes will also impact our email addresses, which will now end in '@rosscare.co.uk'. Again, we will ensure that any emails sent to the old addresses will be automatically redirected so that none are missed.

What should I do if I have any questions?

Please contact your local service centre team on:

Chandlers Ford

0333 003 8071

Unit E1, Omega Enterprise Park, Chandlers Ford Business Park, Eastleigh, SO53 4SE

Isle of Wight

0330 124 4489

Unit 17, Barry Way, Newport Business Park, Newport, Isle of Wight, PO30 5GY



NHS

**Wheelchair and Repair Service
West Hampshire, Southampton
and Isle of Wight (IOW)**