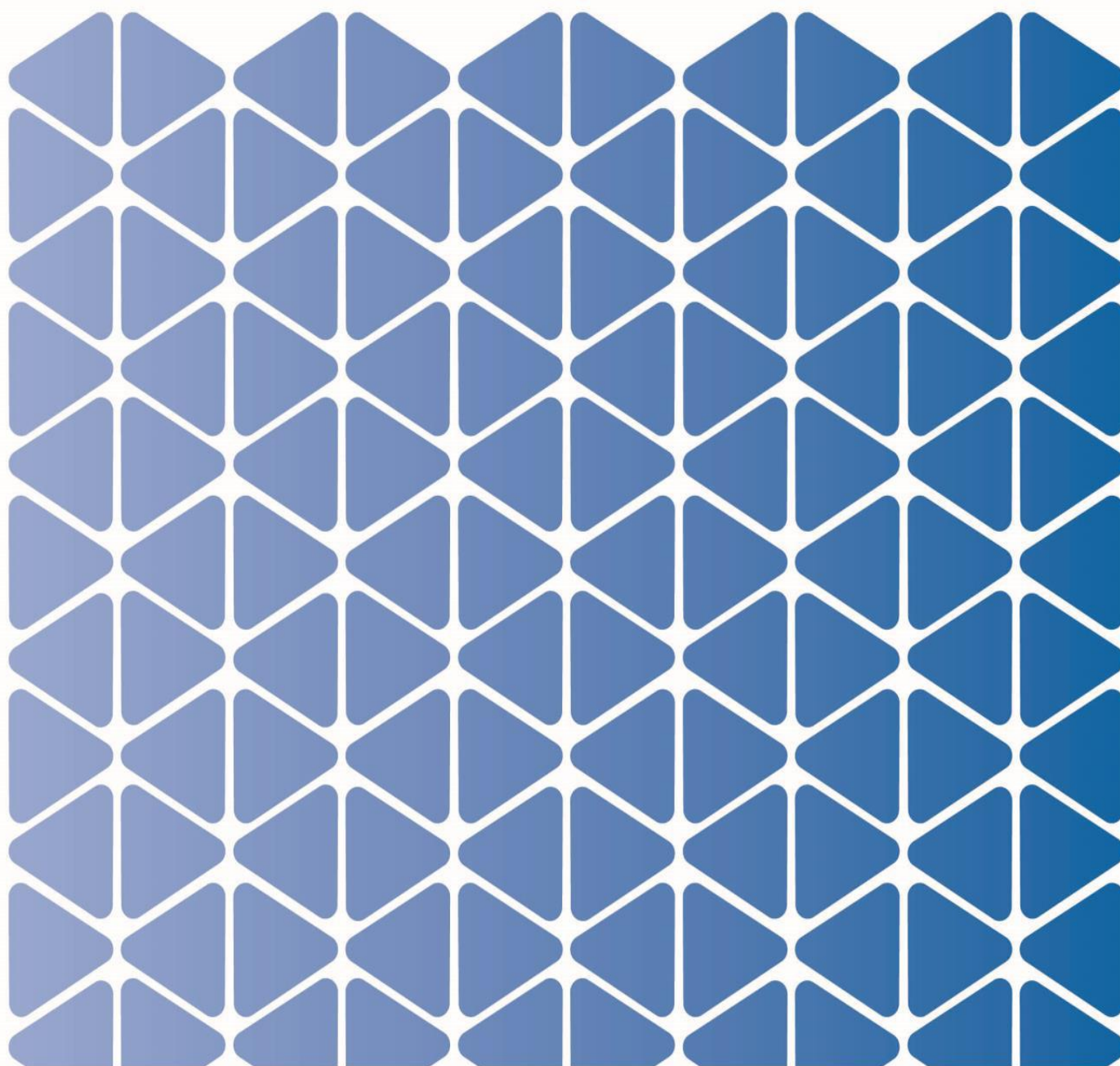
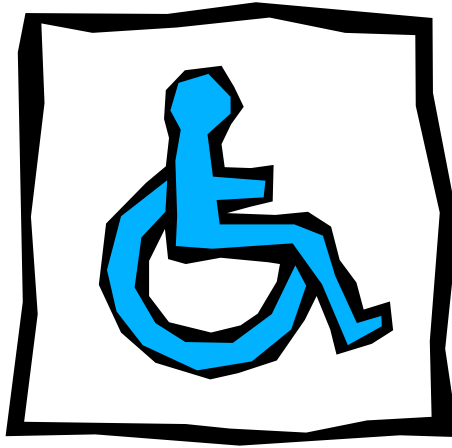


PATIENT INFORMATION

LOCAL SUPPLIERS OF DAILY LIVING EQUIPMENT





This list has been compiled by the Acute Occupational Therapy Service.

It is made up of some of the local suppliers of daily living equipment. You may find others online.

Being on the list does not mean that any firm is specifically recommended by the Acute Occupational Therapy Service.

We always suggest that you get two or more quotes for items and if possible try before you buy.

SUPPLIERS OF AIDS TO DAILY LIVING

Name & Address	Telephone Number	Helpful Information
Allied Mobility 29A High Street Evesham WR11 4DA	01386 442200	
Argos Worcester Evesham Malvern Kidderminster Bromsgrove Redditch	0345 656 4171 0345 656 4196 0345 165 7131 0345 266 1730 0345 165 7127 0345 656 4212	
British Red Cross Society Bradbury Court Berkeley Business Park Wainwright Road Worcester WR4 9GY	01905 450403 Open: Mon 09.30 – 13.30 Thurs 09.30 – 13.30 Tues 11.00 – 14.00 @ Evesham Tesco (appointment only)	Rental charges: Wheelchair £22 pw Commode £11 pw plus one off £5 charge for pot FSTF £11 pw Delivery available on Thursdays
Boots The Chemist		www.boots.com Limited selection of stock, mainly small aids
Countrywide Mobility Service Unit 5 Lowesmoor Wharf Worcester WR1 2RS	01905 29950	www.countrywide-mobility.co.uk

Name & Address	Telephone Number	Helpful Information
IndyEnabled Living Stewart House Enterprise Way Evesham WR11 1GS	0845 071 6233 OR 01386 443857	www.my-indy.co.uk Show room and OT present.
Magbility BROMSGROVE Unit 22, B61 7DG WORCESTER 2 Sansome Walk, WR1 1LH BIRMINGHAM Unit 3, B47 6AJ	01527 837076 01905 969203 01564 829541	www.magbility.co.uk
MK Mobility UK Stalls Farm Road Droitwich Spa WR9 8JL	01905 773654	www.mkmobility.co.uk
Morris Mica Hardware & Locksmiths 151b Evesham Road Headless Cross Redditch B97 5EJ	01527 545818	www.morrismica.co.uk Door entry systems and rails Catalogues available
MURRAYS HEALTHCARE Victoria Pharmacy, 146 Worcester Road, Malvern Link, WR14 1SS	01684 575990	www.murrays.co.uk
OT Stores	0845 260 7061	On-line www.otstores.co.uk Qualified OT available for advice and information. Phone lines open Mon – Thurs 09.30 – 16.00
TPG DisableAids Plough Lane Hereford HR4 0ED	01432 351666	www.tpg-disableaids.co.uk Mail Order Equipment demonstrated at home
World of Mobility 108C Brettel Lane Amblecote Stourbridge DY8 4BS	01384 378252	www.worldofmobility.co.uk

MAIL ORDER SUPPLIERS

Name & Address	Telephone Number	Helpful Information
Amazon		www.amazon.co.uk
Mobility smart		www.mobilitysmart.co.uk
Disabled Care and Mobility Unit 15 Neptune Business Centre Tewkesbury Road Cheltenham GL51 9FB	01242 524963	Show room available Mail Order Catalogue available Cheltenham's Vehicle Adaptation Centre also based here. www.dcmglos.co.uk
ABLE2 UK Ltd Moorgate Street Blackburn Lancashire BB2 4PB	01254 619000	www.able2.uk Mail Order Catalogue available
NRS Healthcare	0300 100 0045	www.nrshealthcare.co.uk

OTHER USEFUL NUMBERS

Name & Address	Telephone Number	Helpful Information
DIAL Worcester 54 Friary Walk Crowngate Shopping Centre, Worcester	01905 27790	Help/Advice on matters such as benefits, etc.
DIAL North Worcestershire Social Education Centre Habberley Road Kidderminster, DY11 6AB	01562 60241	Help/Advice on matters such as benefits, etc.
Disabled Living Foundation 380-384 Harrow Road London W9 2HU	0300 999 0004	www.livingmadeeasy.org.uk
Disability Answers 50 Friary Walk Crowngate Shopping Centre Worcester	01905 619219	
Disability Support Project Kingfisher Shopping Centre Redditch B97 4EX	01527 351021	Advice
Age UK	0800 055 6112	www.ageuk.org.uk For people over 18 years of age

Lists updated May 2024

Feedback for Inpatient Therapies

Please scan the QR code or follow the link below:

If you have been seen by a Physiotherapist or Occupational Therapist during your admission, please leave us some feedback by scanning the QR code or following the link and filling in the short survey.



<https://apps.worcsacute.nhs.uk/PublicSurvey/AHPFeedback>

Ward admitted to: _____

Therapy team who treated you: _____

If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

If you are unable to understand this leaflet, please communicate with a member of staff.