

Information about  
**Repairs and Maintenance**

**WestMARC  
Wheelchair and Seating Centre (WSS)**



## **About the Wheelchair and Seating Service (WSS)**

WestMARC is an NHS department within NHS Greater Glasgow and Clyde who provide wheelchair and other rehabilitation services to people in the following Health Boards:

- Greater Glasgow and Clyde
- Highland (Argyll and Bute only)
- Ayrshire and Arran
- Dumfries and Galloway
- Lanarkshire
- Forth Valley

All wheelchairs supplied by WestMARC remain the property of the NHS. WestMARC will provide a maintenance and repair service for your wheelchair. This leaflet will give you information on repairs and maintenance for wheelchairs provided by WestMARC Wheelchair and Seating Service (WSS).

### **Repair Service**

WestMARC has an in-house storage, repair and refurbishment facility operating from the Yoker Depot, which is in Halley Street, Yoker, G13 4DJ.

It is also the base for a fleet of vans and mobile engineering technical staff responsible for delivery, uplift, maintenance and repair of wheelchairs.

If your wheelchair is in need of a repair you should contact the service immediately on:

**0300 790 0129**

Call Centre Staff are available during office hours of 8:45 am to 4:15 pm Monday to Friday to answer calls. If the service considers the repair urgent they will try to repair the wheelchair the next working day. Repairs that are of a less urgent nature i.e. routine, we will carry these out within 5 working days.

An engineer will visit you at the agreed location to carry out the repair to your wheelchair. You will need to transfer out of your wheelchair at the time of the visit to allow the engineer to:

- carry out the work and
- inspect your wheelchair for any other faults.

If you are unable to transfer out of your wheelchair unaided then please make sure that you arrange for appropriate carers to be available to transfer you out of your wheelchair at the time of the repair.

## Drop-in service

You can bring your wheelchair to the workshop at the Yoker Depot between the hours of 8:30am – 3:45pm. You can make arrangements to drop-in by phoning 0300 790 0129 to organise the repair.



## Information needed when phoning

When you call to arrange a repair, there is certain information we need to make sure we can carry out the repair quickly and effectively. This includes:

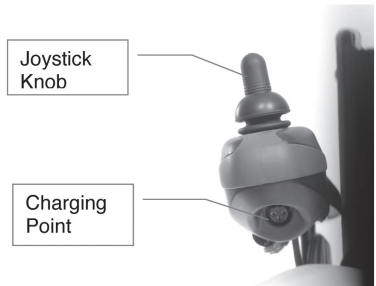
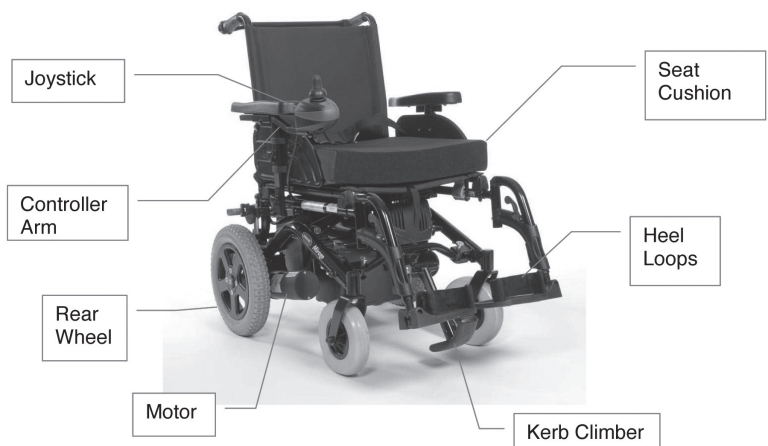
- Name and Date of Birth of wheelchair user
- Contact name and number
- Location
- Repair details

The following pages of diagrams may help you describe where the problem is with your wheelchair.

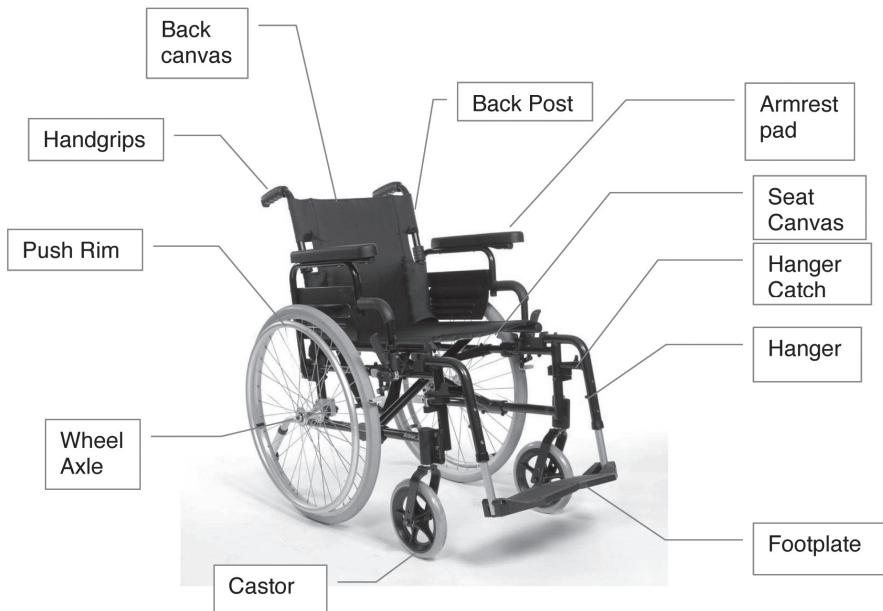


# Wheelchair guide

## Power Chair



# Manual Chair



**For more information please contact:**

**WestMARC**

Queen Elizabeth University Hospital

1345 Govan Road

G51 4TF

Tel: 0300 790 0129

Email: **WestMARC@ggc.scot.nhs.uk**

Website: **www.nhsggc.org.uk/WestMARC**



