

How can you pledge your support to the **RIGHT CHAIR RIGHT TIME RIGHT NOW** campaign?

EVERYONE

- Pledge Your Support for the Wheelchair Charter and RIGHT CHAIR RIGHT TIME RIGHT NOW campaign online by clicking on the 'pledge your support' button on the www.rightwheelchair.org.uk website and completing the pledge form.
- Challenge at least three other people to pledge their support for the Wheelchair Charter and RIGHT CHAIR RIGHT TIME RIGHT NOW campaign by visiting our website.
- Share that you've pledged your support for the Wheelchair Charter and RIGHT CHAIR RIGHT TIME RIGHT NOW campaign on social media and in conversations with others. You can share easily by clicking on the [Facebook](#) and [Twitter](#) links.

How else can you support the **RIGHT CHAIR RIGHT TIME RIGHT NOW** campaign?

Please review the groups below to see what other actions you might take to help us all improve wheelchair services in England.

CARERS AND USERS

- Go on the 'I Want Great Care' portal at <https://www.iwantgreatcare.org> and rate your local wheelchair services.
- Become an informed user. Take a copy of the Wheelchair Charter with you when meeting with your wheelchair service provider to help you ask for great care. You can easily download a copy of the Wheelchair Charter [here](#).
- Get involved with your local wheelchair service user group to share what great service would look like to you and to help your local service improve.

CLINICAL COMMISSIONING GROUPS

- Discuss wheelchair services at every CCG governing body meeting comparing them against the service specification; involve users and carers.
- Seek out your local wheelchair service provider and talk with them about how, together, you can meet the ambitions of the Wheelchair Charter principles.
- Involve users and carers in all wheelchair service redesign projects.
- When tendering for wheelchair services base the tendering exercise on the provider's ability to deliver against the charter principles.
- Obtain the wheelchair service dataset from your providers and use it to inform improvement conversations at contract meetings.



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CLINICIANS (INCLUDING ROYAL COLLEGES)

- GP practices – display the RIGHT CHAIR RIGHT TIME RIGHT NOW Wheelchair Charter in your waiting rooms to inform people of what they should expect from wheelchair services. You can easily download a poster sized version of the charter [here](#).
- GP practices - Encourage people to go onto the www.rightwheelchair.org.uk website to pledge their support for the Wheelchair Charter and RIGHT CHAIR RIGHT TIME RIGHT NOW campaign.
- All clinicians and Royal Colleges - lobby the Department of Health to raise your concerns about wheelchair services and to press for inclusion of Wheelchair Service improvement within the NHS Mandate. A sample letter template can be easily accessed [here](#).

GENERAL PUBLIC

- Write to your local MP to raise your concerns about wheelchair services and to press for inclusion of Wheelchair Service improvement within the NHS Mandate. A sample MP Letter template and list of MP's can be easily accessed [here](#) to get you started.
- Write to your local Clinical Commissioning Group (CCG), who have responsibility for wheelchair service provision, to raise your concerns about wheelchair services and to press for improvement. A sample CCG letter template and how to find your local CCG can be easily accessed [here](#) to get you started.

GOVERNMENT

- Include NHS Wheelchair Services in the NHS mandate by 2017/18
- MPs - Write to your constituency Clinical Commissioning Group (CCG) to ask what they are doing to deliver against the Wheelchair Charter principles. To get you started please access a briefing paper [here](#).



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MANUFACTURERS

- Ensure prompt delivery and keep the customer informed of any changes to timescales.
- Provide a high standard of after sales service, with a timely and adequate service and repair policy, and a minimum three month guarantee on repair work. A response and (where appropriate) visit should be provided within three working days of request and no customer should be without equipment on which they rely for mobility and/or daily living for more than 14 days.
- Ensure staff are competent and kept up to date, aware of service standards and respect any complaints procedures in place.

MEDIA (CONSUMER & SPECIALIST)

- Promote and support the RIGHT CHAIR RIGHT TIME RIGHT NOW campaign through your media outlets and stakeholder groups.
- Put links on your media outlets to the www.rightwheelchair.org.uk website to encourage people to pledge their support for the Wheelchair Charter and RIGHT CHAIR RIGHT TIME RIGHT NOW campaign.
- Write a news piece or blog on the work of the Wheelchair Leadership Alliance, the Wheelchair Charter and RIGHT CHAIR RIGHT TIME RIGHT NOW campaign encouraging pledges of support.

THIRD SECTOR

- Promote and support the RIGHT CHAIR RIGHT TIME RIGHT NOW campaign through your website, twitter account and stakeholder groups.
- Put links on your websites to the www.rightwheelchair.org.uk website to encourage people to pledge their support for the Wheelchair Charter and RIGHT CHAIR RIGHT TIME RIGHT NOW campaign.
- Write a news piece or blog on the work of the Wheelchair Leadership Alliance, the Wheelchair Charter and RIGHT CHAIR RIGHT TIME RIGHT NOW campaign encouraging pledges of support.

