

Reference: FOI.ICB-2223/060

Subject: Wheelchair Services Provider

*I can confirm that the ICB **does hold the information requested**; please see responses below:*

QUESTION	RESPONSE
<p>Would it be possible to receive the following information regarding your current wheelchair services and approved wheelchair repair services contracts for your ICB please?</p> <p>Understanding ICBs were formally created only recently and that you may not have updated contracts, this could be the collection of current contracts from your constituent CCGs.</p> <ol style="list-style-type: none">1. Who is your WCS provider?2. Do you carry out a regular customer satisfaction score on your WCS provider? How is it done and scored? What scale is used?3. What is the current customer satisfaction score for your current WCS provider?	<ol style="list-style-type: none">1. Bristol Centre for Enablement - https://www.nbt.nhs.uk/bristol-centre-enablement2. The service conducts Friend and Family Testing in line with national requirements - https://www.nbt.nhs.uk/patients-carers/feedback3. Results are published nationally - https://www.england.nhs.uk/fft/friends-and-family-test-data/

The information provided in this response is accurate as of 20 September 2022 and has been approved for release by Lisa Manson, Director of Performance and Delivery for NHS Bristol, North Somerset and South Gloucestershire ICB.