

Your Request:

- 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?**

Our Response:

1). NHS Cheshire & Merseyside ICB does not undertake customer satisfaction surveys for the commissioned wheelchair services or hold information on current customer satisfaction scores. You may wish to redirect your request for this information to the commissioned providers of wheelchair services for each former CCG area, who are listed below along with their contact details for Freedom of Information requests.

Cheshire

- *Central Cheshire Integrated Care Partnership* (covering East and Mid Cheshire) foi.foi@mcht.nhs.uk.
- *Wirral Community Health and Care NHS Foundation Trust*. (covering West Cheshire) wcnt.foi@nhs.net

Halton

- *Bridgewater Community Healthcare NHS Foundation Trust*. bchft.foi@nhs.net

Knowsley

- *Mersey Care NHS Foundation Trust* FOI@merseycare.nhs.uk

Liverpool

- *Mersey Care NHS Foundation Trust* FOI@merseycare.nhs.uk

South Sefton

- *Mersey Care NHS Foundation Trust* FOI@merseycare.nhs.uk

Southport & Formby

- *Southport & Formby Hospital NHS Trust*. soh-tr.foi@nhs.net

St Helens

- *Bridgewater Community Healthcare NHS Foundation Trust* bchft.foi@nhs.net

Warrington

- *Bridgewater Community Healthcare NHS Foundation Trust*. bchft.foi@nhs.net

Wirral

- Wirral Community Health and Care NHS Foundation Trust. wcnt.foi@nhs.net