

Compliments, comments & complaints

If you'd like to compliment, comment or complain about our service please contact:

Customer Services Department

Windsor House
Tavistock Road
Plymouth
PL6 5UF

Tel: 01752 435201

Email: customerservicespch@nhs.net

If you would like this document in large print or translated into another language please contact the department on 01752 434200.

Contact details

The Thornberry Centre

1 Brest Way
(off Morlaix Drive) Derriford
Plymouth
PL6 5XW

Tel: 01752 434200

Fax: 01752 769076

Opening times:

Mon - Fri: 8:30am - 4:30pm

www.livewellsouthwest.co.uk

 Livewell Southwest

 @livewellsw

Prosthetics Rehabilitation Service



Postal Repair Service

Supporting people to be Safe, Well and at Home

Livewell
Southwest

We provide a postal repair service so that you can send your prosthesis (artificial limb) in for repair rather than waiting for a clinic appointment. This is useful if you have difficulty getting time off work, find it difficult to leave your home or for whatever reason are unable to travel.

Who can use the postal repair service?

The service is for patients who are well established with their prosthesis.

Which repairs can be done?

Only mechanical repairs can be done through the postal service. These include fitting a new cosmetic foam, repairs to a knee joint or fitting a new cosmetic cover. If your socket needs adjusting then you will need to contact The Thornberry Centre to make an appointment to see your Prosthetist.



How long do postal repairs take?

We aim to have postal repairs completed as soon as possible.

There may be occasions (depending on the type of prosthesis) when it is necessary to send parts away for servicing or order replacement parts. This will extend the time it takes to complete the repair and is largely out of our control.

Occasionally it is necessary to re-call you to see your Prosthetist as the settings on your prosthesis may have been altered if parts have been replaced.

Is there anything I need to do when I send my artificial limb in for repair?

It is very helpful if you need a new straps or belt that you include an old one as a pattern or for reference. If you cannot send it because it is the only one you have and we haven't got a pattern of it, then it may be necessary to appoint you to see your Prosthetist so we can replace or make a replacement whilst you wait.

Please give as much information as possible to ensure the repairs required are carried out. If the prosthesis has been making noise it is important to inform us of this.

How do I arrange for a repair to be done by post?

To arrange to have your prosthesis repaired by post:

Please telephone The Thornberry Centre. Your details will be taken and information obtained on the type of repairs you require.

Please try to be as specific as possible.

If you already have a box to pack the limb in, we will arrange for a courier to collect your prosthesis. If you do not have a box, we will send one to you. Please inform us when you have received the box so we can then arrange collection of your prosthesis.

Please include a label with your name and DOB in the box so we can identify it.

