

***Please detach and return to:***

The Appliance Officer  
West Suffolk Hospital  
Hardwick Lane  
Bury St Edmunds  
Suffolk  
IP33 2QZ

Alternatively please hand into the Macmillan Information and Support Centre at the West Suffolk Hospital.

*If you would like any information regarding access to the West Suffolk Hospital and its facilities please visit the website for AccessAble (formerly DisabledGo) <https://www.accessable.co.uk>*



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Reference:	Issued:	Review date:
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## Patient information

# Patient Information

## Wig Services



**West Suffolk NHS Foundation Trust**  
Hardwick Lane, Bury St Edmunds,  
Suffolk IP33 2QZ  
Tel: 01284 713000, [www.wsh.nhs.uk](http://www.wsh.nhs.uk)

## Questionnaire regarding wig provision service at West Suffolk Hospital

**Wig Supplier** (circle as appropriate)

- **Frobishers**, Ipswich (01473 254156)
- **Stephen John**, Moreton Hall, Bury St Edmunds (01284 700100)
- **Chine**, Exning, Newmarket (01638 577211)
- **Hairwave** - [www.hairware.com](http://www.hairware.com) 08450 713017

Please tick as appropriate

I am satisfied with the Trust's wig supply service ☐

I am NOT satisfied with the Trust's wig supply service ☐

How would you improve the service or other comments:

.....

.....

.....

.....

*continued over page*

Name (optional):

Date :

## Questionnaire

We would like to know if you have any comments regarding this service.

You do not have to take part in this survey if you do not wish to.

Participation is voluntary and your decision not to take part will in no way affect your care or relationship with staff now or in the future. The comments you provide are given to help us monitor and improve the service we provide.

All the information you provide will be received in the strictest of confidence and will only be handled by the Information Governance Office. The information will be anonymised immediately upon receipt and the Trust will only store these anonymised results. Your personal details will then be deleted and therefore will not be linked to the information you have provided.

**If you would like to complete the questionnaire about this service, please see back page.**

The West Suffolk Hospital is committed to providing wigs for NHS patients receiving treatment at the Trust who have experienced or will shortly experience temporary, long term or permanent hair loss.

## Wig entitlement

In England and Scotland you can qualify for free NHS wigs or fabric supports if

- A person under 16 years of age or 16-18 years old is in full time education
- You have a valid War Pension Exemption Certificate and the items prescribed are the accepted disablement
- You are a hospital in-patient when the wig is given to you
- You are named on a valid HC2 NHS low income scheme certificate
- You are named on a valid HC3 certificate for help with health costs
- You receive Income Support
- You receive Pension Credit guarantee credit
- You receive income based Jobseekers Allowance (JSA (1B))
- You are entitled to, or named on, a valid NHS Tax Credit Exemption Certificate

- If you consider that you qualify for a free wig you should mention this to your supplier at your first consultation.

**Patients must be able to provide proof of continuing entitlement to benefits on request, Prescription charges are revised each April by the Department of Health.**

### **Obtaining a wig**

Patients experiencing temporary hair loss from chemo/radio therapy are entitled to one acrylic wig per course of treatment. If treatment exceeds seven months a second wig prescription should be requested from the Macmillan Information and Support Unit.

### **Real hair wigs**

The Trust will **not** routinely prescribe real hair wigs. However there may be exceptional medical circumstances where the consultant prescribes a real hair wig on the basis that the patient has a medical condition that excludes them from having an acrylic wig. The Trust will subsidise the cost of real hair wig up to £500 incl.VAT per wig from the Trust's approved suppliers. The maximum allowance is 1 real hair or partial hair wig per annum.

### **Acrylic wigs**

The West Suffolk NHS Trust will subsidise the cost of an acrylic wig up to £120 incl VAT per wig from the Trust's approved suppliers. If the patient wishes to obtain a wig that is greater in value then the difference must be paid directly to the supplier.

The maximum allowance is 2 acrylic wigs per annum.

### **The process**

- The clinician will sign an Appliance Prescription Form (APF) following an appointment
- The nursing team will retain a copy of the prescription and this will be given to the Appliance Officer for audit purposes. The original prescription will be given to the patient along with the list of approved suppliers.
- The patient will arrange an appointment with their choice of approved supplier. The patient will need to take the prescription form to the appointment to access the West Suffolk NHS Trust contribution, which will be deducted from the price of the wig.
- The supplier will take the prescription charge from the patient and the Trust will subsidise the cost to the aforementioned value.
- In 2023 the prescription charge is £78.15 for a acrylic wig, £207 for partial hair wig, & £302.70 for human hair wig.

**Please note that there maybe some delay between these stages and your appointment with the supplier does not automatically mean you will receive a wig on the day; a further appointment may be necessary.**