

About wig supply

Surgical Appliance Department
Tel: 01271 322492

Other formats

If you need this information in another format such as audio tape or computer disk, Braille, large print, high contrast, British Sign Language or translated into another language, please telephone the PALS desk on 01271 314090.

How is my NHS wig supply started?

You must be referred by a consultant to the Surgical Appliance Department. If you are receiving chemotherapy at this hospital which may result in hair loss, the Chemotherapy Department will usually make the referral for you. You cannot refer yourself.

Will I have to pay?

There is a government-set prescription charge for NHS wigs, which is payable locally to the Surgical Appliance Department. Age is no exemption to the charge but there are certain benefits which allow exemption. The exemptions are listed on form WF1. You can get this form from the Chemotherapy Department and the Surgical Appliance Department. If you claim exemption, you will have to show proof to the Surgical Appliance Officer. The prescription charge is currently £74.15 but this is reviewed annually on 1st April.

What will I have to do following my referral?

You must complete your WF1 form given to you by the Chemotherapy Department and send it to the Surgical Appliance Officer at North Devon District Hospital. If you are liable for the prescription charge, you should enclose your payment with the form. Cheques should be made payable to 'Northern Devon Healthcare NHS Trust'. We also accept cards payments and cash payments. Card payments will need to be made at the General Office on level 2. If you claim exemption, you must either enclose a copy of your proof of this or arrange to show some proof to the Surgical Appliance Officer.

How many wigs can I purchase?

Patients experiencing temporary hair loss from chemo/radiotherapy are entitled to one acrylic wig per course of treatment. If treatment exceeds 7 months, a second wig may be supplied. The prescription charge is £74.15 per wig.

How do I get my wig?

There is one local hairdresser who is contracted to Northern Devon Healthcare NHS Trust for the supply of wigs. This is Daymons Hair Salon in Barnstaple. We also have a contract with Natural Image in John Lewis, Exeter. Appointments for both contractors will need to be made.

Once your referral, WF1 form and payment (if applicable) have been received by the Surgical Appliance Department, we will contact either our local hairdresser or Natural Image in John Lewis. You will then be contacted by the hairdresser or Natural Image in John Lewis, who will make an appointment for you to attend the salon. All salons have private rooms available. Home visits are not made unless there are exceptional circumstances.

There are usually two visits to the salons; one for finding a wig and another for fitting.

The local agent at Daymons Hair Salon in Barnstaple may charge additional fees if trimming or styling is required for your purchase.

Natural Image in John Lewis does not charge additional fees and because of the large range held in stock, you will almost certainly be able to take your wig with you at your first appointment.

Can I have any wig I want?

There is a choice of more than 90 styles, each in a variety of colours. If you want a wig outside the NHS range, you can pay the difference or you can buy it privately. The Trust will subsidise the cost of an acrylic wig up to £120 including VAT from the Trust's approved suppliers. If you wish to obtain a wig with a higher price, the difference will need to be paid. The hairdresser can arrange this for you. If you buy privately, you will not have to pay the prescription charge.

Once you have left the salon with the wig, it cannot be returned, as the suppliers are not able to re-sell it for hygiene reasons.

Are there any other ways of getting a wig?

The hairdresser contracted for the supply of NHS wigs also sells wigs privately.

Natural Image in John Lewis has a large wig department with over 200 wigs. Their wigs can be purchased privately or with your prescription.

There are many wig suppliers on the internet but their wigs are usually non-returnable for hygiene reasons.

Further information

Rachael Watson
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Raleigh Park
Barnstaple
Devon EX31 4JB
Tel: 01271 322492

Sue Vesty (NHS Supply)
Daymons Hair Salon
11 Market Street
Barnstaple
Devon
Tel: 01271 343689

Natural Image (NHS supply)
John Lewis, 4th Floor
1-11 Sidwell Street
Exeter
EX4 6NN
Tel: 01392 284151 ext 5501 or 01392 270020

www.suziwigs.co.uk

www.simplywigs.co.uk

PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or e-mail ndht.pals@nhs.net. You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

Have your say

Northern Devon Healthcare NHS Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

'Care Opinion' comments forms are on all wards or online at www.careopinion.org.uk.

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