NHS
Royal Devon
University Healthcare
NHS Foundation Trust

The provision of wigs

Other formats

If you need this leaflet in another format such as Braille, large print, high contrast, British Sign Language or translated into another language, contact the Patient Advice and Liaison Service:

- 01392 402093 (for Mid Devon, East Devon and Exeter services)
- 01271 314090 (for North Devon services)
- rduh.pals@nhs.net

General Information

The Royal Devon University Healthcare Trust (the Trust) are 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.

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 7 months a second wig may be supplied.

Alopecia patients who have been diagnosed with permanent hair loss will be entitled to two acrylic wigs per year.

Real Hair Wigs

The Trust will not prescribe real hair wigs. There may be exceptional 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; or they are an existing patient with a prescription for a real hair wig.

Acrylic Wigs

Please see the following section which explains the wig prescription charge and the exemptions. Please note that the wig prescription charge (if applicable to you) is in addition to the overall cost of the wig. The Trust will contribute £120 inclusive of VAT, therefore you would need to pay the prescription charge (if applicable to you) and any top up costs if the wig purchased is over £120.

Wig Appliance Charge

The nationally set NHS appliance charge for the supply of wigs (£80.15 as at April 2024 for acrylic wigs) will apply to patients unless they meet the nationally set exemption criteria below:

- Is a person under 16 years of age
- Is 16-18 years old in full time education
- Is a hospital in patient
- Is a war pensioner and the wig is for their accepted disablement and they have a valid War Pension Exemption Certificate

Free wigs are also available if the individual or their partner (including civil partner) are under the age of 20 or the dependant of someone receiving:

- Income Support
- Income based Jobseeker's Allowance
- Income related Employment and support allowance
- Pension Credit Guarantee Credit
- Universal Credit

Free wigs are also available if the individual is named on:

- A valid NHS tax credit exemption certificate
- A valid NHS certificate for full help with health costs (HC2)
- Individuals named on an NHS certificate for partial help with health costs (HC3) may also get help

Appliance charges are revised each April by the Department of Health.

The Process

- The Clinician (Doctor or Nurse) will sign an Appliance Prescription Form (APF) following an appointment.
- The Appliance Officer will issue an order number to the patient or approved supplier upon receipt of the APF.
- The patient will then attend an appointment with the approved supplier who will contact the Appliance Officer to confirm the order number before a wig is issued.
- The Trust will invoice the patient for the cost of the NHS appliance charge.

Please note that this process may take up to 2 weeks.

Trust Approved Wig Suppliers

These are the only two suppliers the Trust can work with.

Browns More Hair Now and **Natural Image**

Both companies hold sessions in the FORCE Cancer Support Centre, for information Tel no: 01392 408535

Natural Image
C/o John Lewis, 4th Floor
1-11 Sidwell Street
Exeter
Devon
EX4 6NN

Tel: 01392 270020

Contacts

The Appliance Officer
Room E104
Royal Devon University Hospital
Barrack Road
Exeter
EX2 5DW

Tel: 01392 402128
(9am-12pm Mon-Thu)

Your notes

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, please contact PALS:

- 01392 402093 (for Mid Devon, East Devon and Exeter services)
- 01271 314090 (for North Devon services)
- rduh.pals@nhs.net

Have your say

Royal Devon University Healthcare NHS Foundation 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.

You can also share your feedback on the Care Opinion website at www.careopinion.org.uk or freephone 0800 122 3135.

Scan the QR code to visit the Care Opinion website →

Royal Devon University Healthcare NHS Foundation Trust
www.royaldevon.nhs.uk

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