

# Wheelshare – Guidance notes for patients

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## What is Wheelshare?

Wheelshare provides a self-service smart wheelchair solution for people with temporary reduced or limited mobility. Wheelchairs are available for patients to access through a user-friendly station by the reception in the main entrance and at the outpatient department at Lincoln County Hospital.

Users swipe a debit or credit card to release a chair and receive four free hours of usage. The wheelchairs must be returned correctly, so they are available for other users.

## How much does it cost to access a wheelchair?

The first four hours are free, after which each additional hour or part of it will cost £2, up to the sum of £300, to ensure safe return of the wheelchairs.

If there are extenuating circumstances which have led to delays in returning the chair, and you have incurred a charge as a result, please call Wheelshare on 0174 744 0916.

## Why has Wheelshare been introduced at Lincoln County Hospital?

We are hopeful that this new system will further improve the patient experience by ensuring you are able to find a wheelchair ready to go when you arrive at hospital.

Wheelchairs are free to use for up to four hours, with the scheme aiming to ensure wheelchairs are always available at the hospital main entrances at all times.

## How do I borrow a wheelchair?

The process is simple. Using the screen at the wheelchair station, all you need to do is tap on the screen, read and approve the Terms of Use, enter your debit/credit card and input a mobile phone number. The system on the screen will tell you which wheelchair docking station will open for you.

As soon as your specified wheelchair has been removed from its docking station, your four hours free usage begins.

To unfold the wheelchair, push the folded seat cushion down on both ends until the wheelchair is fully unfolded. Push the leg rests downwards.

## Which credit cards do you accept?

Our stations accept all credit and bank cards.

## Why can't I borrow a wheelchair with cash?

Card billing allows us to effectively manage wheelchair sharing and ensure the user's commitment to return the wheelchair when they have finished using it, so that it will be waiting for the next person when they arrive.

## What if I do not have a credit or bank card but I want to borrow a wheelchair?

Please have a word with one of our volunteers or a member of staff at the reception desk.

## How do I return a wheelchair?

Please return the wheelchair to the station where you collected it from. Fold the wheelchair by retracting the short legs and pulling the seat upwards.

Tap "Return" on the kiosk display and follow the instructions. You will be asked to enter the four-digit wheelchair number, which can be found under both arm rests. The return docking number will appear on-screen. The folded wheelchair should be placed in the respective dock by pushing the tongue at the front of the wheelchair into the dock-lock until the lock is "clicking".

The process is completed once the "Action Completed Successfully" notification appears on-screen.

## I am having difficulty returning my wheelchair, who can help?

Please call the support centre on 01747 440916 for assistance. The support centre is open 24 hours a day, seven-days-a-week. Alternatively, please ask one of our very helpful volunteers or a helpful desk member.

## What happens if I do not return my wheelchair?

You must return the wheelchairs to the Hub within a reasonable use period, to enable other users to take advantage of this service. In the case of a long-term non-return, you will be advised of a full levy cost of the wheelchair, unless the chair is returned.

If you do not return the wheelchair to a Hub within a reasonable time frame, the levy will be charged to your payment card and will be non-refundable as the wheelchair will be considered lost. (Wheelshare will wait for a period of maximum four weeks before declaring the chair lost).

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