

## The Provision of Wigs

### General Information

The Royal Devon and Exeter NHS Foundation 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 section 3 explaining 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 (£ 75.70 as at April 2021 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
- Has a valid War Pension Exemption Certificate and the items prescribed are the accepted disablement
- Is named on a valid HC2 NHS low income scheme certificate
- Is named on a valid HC3 certificate for help with health costs
- Receives Universal Credit
- Receives Pension Credit guarantee credit
- Receives income based Jobseekers Allowance (JSA (IB))
- Is entitled to, or named on, a valid NHS Tax Credit Exemption Certificate

On request, patients must be able to provide proof of continuing entitlement to benefits on request. Appliance charges are revised each April by the DH.

### The Process

- The Clinician 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**

Sessions held in the FORCE Cancer Support Centre

Tel: 01392 406154

Web: [www.morehairnow.com](http://www.morehairnow.com)

### **Natural Image Wig Boutique**

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 & Exeter Hospital** (Wonford)

Barrack Road

Exeter

EX2 5DW

Tel: 01392 402128

(9am-12pm Mon-Thu)

The Trust cannot accept any responsibility for the accuracy of the information given if the leaflet is not used by RD&E staff undertaking procedures at the RD&E hospitals.

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