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Wheelshare - FAQs

In July 2026, the Trust signed a new contract with Wheelshare to provide the service. This followed a full and fair procurement process, which was carried out in line with the latest NHS procurement guidance.

Please note, if you do not wish to use this service, or if you would like to use an alternative option, the hospital Help Desk can assist you.

What is Wheelshare?

Wheelchairs are available for patients to access through a user-friendly station by the helpdesks in the Golden Jubilee Wing and Hambleden Wing. Backed by a 24/7 helpline and onsite maintenance support, the system works in a similar way to hiring bikes.

Users need to swipe a debit or credit card to release a chair (no fees will be charged within the first 4 hours) and must ensure they return them correctly, so they are available for other users.

How much does it cost?

The first 4 hours are free, after which each additional hour or part of it will cost £2, up to the sum of £300, to ensure the safe return of the wheelchair. The most updated information appears on-screen during the rental process, while additional details are displayed in the wheelchair station.

If there are extenuating circumstances which have led to delays in you 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 King's College Hospital?

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

Wheelchairs are free to use for up to 4 hours, with the scheme aiming to ensure they are always in the right places at the right 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 'Rental', read and approve the Terms of Use, enter your debit/credit card and input a mobile phone number. The system will show on screen the station number that will open for you.

Please use the sanitising wipes available to wipe down the wheelchairs before and after each use.

What 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 are done using it, so it will be waiting for the next person when they arrive.

How do I return my wheelchair?

On-screen, tap 'Return' and follow the instructions. You will be asked to input the wheelchair's number (the four digits on the side of the wheelchair) before returning it to the station number displayed on-screen.

Where should I return my wheelchair to?

Please return the wheelchair to the station where you collected it from (by the helpdesks in Golden Jubilee Wing or Hambleton Wing).

I'm having difficulty borrowing or 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 helpdesk member.