



Guided Supply/ Provision Consultation Employee Journey

February 2026



Guided Supply / Provision Consultation

This information sheet details how a Guided Supply/Provision Consultation works and what to expect.

What will be discussed?

- We may talk about your current job role including your duties.
- We may explore more about how your condition impacts you.
- We will explore the main challenge you experience in the role to help us identify potential equipment or provisions required.

Virtual assessment check list

The consultation will last around 15 minutes via the telephone.

- Firstly, the clinician will introduce themselves and explain the purpose of the consultation.
- The clinician will complete a short ID check and you will be asked for your full name, date of birth and postcode.
- The clinician will explain the structure of the assessment and allow space for any questions you may have.

What happens before my assessment?

- Once your referral has been triaged our admin team will be in contact to set up the consultation.
- You will receive email confirmation of your appointment date and time.
- You will receive reminders about your assessment via text message.
- If you require any adjustments for your assessment, please contact wpateam@healthpartners.uk.com

What happens after my assessment?

- Following the consultation, the clinician will generate a brief report which will outline the recommended provisions.
- You will receive the report within 2 working days. Once you receive the report, take some time to review it properly.
- Some organisations have procurement processes in place with Health Partners, if this is the case this will be stated as part of the report.
- If you would like to discuss the content of the report with your clinician or make amendments to it, please get in touch via wpateam@healthpartners.uk.com.

Frequently Asked Questions

What if I need to change my appointment?

If you need to cancel your appointment, please let us know at least 48 hours before your appointment to prevent cancellation fees. Please contact us at wpateam@healthpartners.uk.com.

What if I am unwell at the time of my assessment/appointment?

If you are too unwell to engage for the duration of your appointment, please contact our admin team to cancel and reschedule your appointment. Please contact us as wpateam@healthpartners.uk.com or call on 01273 013771.

What should I do if I require adjustments for my assessment?

Please contact us regarding adjustments at wpateam@healthpartners.uk.com.

Who should I contact regarding my appointment?

If you have any queries regarding your assessment, please contact the wpateam@healthpartners.uk.com.

Does my employer have to know about my assessment?

Yes, your employer will have made the referral to us and will be aware of your assessment taking place.

How will my assessment be conducted?

Assessments will be conducted virtually via the telephone. Our calls often come from a private number.

What type of recommendations will be made?

Each consultation is individual therefore recommendations can vary widely however, recommendations that frequently occur involve specific equipment, assistive software and short-term human intervention such as coaching. Recommendations may also include advice for your employer regarding ways to support you directly.

I have feedback for my clinician, what can I do?

We want to ensure that your experience with us is the best it can be, therefore if there are any elements you have feedback on, then please do get in touch so we can look into this.

You can contact us on wpateam@healthpartners.uk.com.

I have been asked by my clinician for further information during my assessment, where can I send it to?

Please send any further information to the wpateam@healthpartners.uk.com.