

Working with BHTA members you can guarantee...

Assessment and advice to help you
select the correct products

Industry knowledge to guide you
through the selection process

Compliance with BHTA's
Code of Practice (which exists to
ensure adherence to legislation,
maintenance of high standards and
customer service)

Buying from retailers and suppliers
that can offer engineering and
service requirements

Deposit protection



At the heart of healthcare since 1917

Contact the BHTA

For more information on the services we can offer
visit our website www.bhta.com or contact us at the
address below.

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www.bhta.com

The business which gave you this leaflet is:

Introducing the BHTA

Better health, better care, better value



Introducing BHTA

What is the BHTA?

The British Healthcare Trades Association (BHTA) is the oldest and largest trade association in the UK representing the healthcare and assistive technology industry.

Our members – almost 500 companies employing over 17,000 people – make or sell healthcare and assistive technology products that help people live more independently.

These range from:

- Wheelchairs, scooters, stairlifts and lifts
- Stoma and continence products
- Seating and positioning products
- Patient support surfaces
- Prosthetics and orthotics
- Augmentative communication devices
- Children's equipment
- Hearing care
- First Aid Medical Equipment
- Independent Living Products

Services provided by members range from assessments for the right mobility vehicle to dispensing of prescriptions for stoma and continence products.



Why buy from a BHTA member?

Our members adhere to a Code of Practice ensuring you get advice and guidance about the products you need to maintain your independence.

The Code of Practice has been granted approval under the Consumer Codes Approval Scheme (CCAS). After (CCAS) BHTA actively monitors that members comply with the code and is audited annually itself by the Chartered Trading Standards Institute.

Members guarantee not to pressure sell any products, but instead work with you to help you find the best solutions for now and your future independence needs. Our members have a wealth of experience and can guide you through a professional product assessment to ensure the products you select are exactly right for your own circumstances.

Our members will take you through all aspects of pricing, such as insurance, accessories and other specific requirements so that you have a clear picture of the total price you will be paying. You will only pay for what you need or agree to. Our members are there to help.

Click on the "Find a Member" link on our website at: www.bhta.com to find the nearest member to where you live. Look for the BHTA logo on our members websites, paperwork, their vehicles, and displayed in their showrooms so you are sure you are dealing with a BHTA member committed to our Code of Practice.

Our role in healthcare

- The BHTA is the first trade body within the healthcare industry to have a code of practice overseen by the Chartered Trading Standard Institute (CTSI). Our Code of Practice document can be downloaded from our website.
- The Code guarantees members' commitment to high levels of customer care that go above and beyond their legal obligations giving customers confidence.
- To maintain your independence, you want to know the products and services they're using are right for you. BHTA members follow strict guidelines on customer care and won't sell anything that doesn't meet a customers needs.
- Our members have a wealth of experience within their individual sectors and will be able to guide you on the products and services that will work for you. They will also take into consideration and give advice on potential future needs, as appropriate.
- Companies with the BHTA stamp of approval will provide you with the standards that you demand and that will result in the right product with the right after service too.

