

Ref no: 131130319
From: Public
Date: 13/03/19
Subject: Orthotic Services and Products

REQUEST

The suggested relevant/responsible individuals in your Trust are likely to be:

- **Orthotic Service Manager**
- **Orthotic General Manager**
- **Orthotic Procurement**
- **Orthotic Clinical Director**
- **Orthotic Theatre Manager**

FOI request

1. Which of the following Orthotic Services do you have locally?
 - a) NHS run Orthotic Service in secondary care
 - b) NHS run Orthotic Service in primary care
 - c) The NHS run Orthotic Services in both primary and secondary care
 - d) A 3rd party run Orthotic Service in secondary care
 - e) A 3rd party run Orthotic Service in primary care
 - f) A 3rd party run Orthotic Service in both primary and secondary care
 - g) Other? Please specify

2. If your service is run by a 3rd party:
 - a) Who is your current provider?
 - b) When did the current agreement start?
 - c) When is your current agreement up for renewal?
 - d) What was the total value of the contract?
 - e) Is there an allowance for increasing patient numbers and activity each year?
 - f) Is the contract a lump sum / block contract or pay / BPR for activity basis?
 - g) What is the current cost per Orthotist session in your trust?

3. Do you:
 - a) Run your tender in-house

- b) Procure direct from a framework
 - c) Run a mini competition with the framework
4. Which frameworks are you able to buy from currently:
- a) For Orthotic Clinical Service
 - b) For Orthotic Stock Product
 - c) For Orthotic bespoke products
5. Are you considering a tender at the moment? (Y/N)
- a) If yes does it cover both service and product
 - b) When do you anticipate this will happen?
6. What orthotics services are provided by the NHS in your jurisdiction?
7. How many sessions do you run per week:
- a) Orthotist
 - b) LOP
 - c) Footwear technicians
8. How many Full Time equivalent Orthotists work in your Trust?
9. How many appliance officers/administrators do you employ in the Orthotics Service?
10. Over the past five financial years how many orthotics patients were treated (please breakdown by year)?
- April 2013 – March 2014
 - April 2014 – March 2015
 - April 2015 – March 2016
 - April 2016 – March 2017
 - April 2017 – March 2018
11. For orthotic products:
- a) Which companies do you currently order Orthotic footwear from or do you make these in house?
 - b) Which companies do you currently order insoles from or do you make these in house?
 - c) Please provide annual volumes of prescriptions/orders and total spend for the last 12 months (April 2017 – March 2018) and the lead times for:
 - 1. Stock Orthotic Footwear orders
 - 2. Modular Orthotic Footwear orders
 - 3. Bespoke Orthotic Footwear orders
 - 4. Orthotic Footwear repairs
 - 5. Moulded EVA Insoles
 - 6. Plastic Heel cups
 - 7. Carbon Fibre Insoles
 - 8. Bespoke AFOs

12. Have you overspent on your Orthotic budget in the last 5 years?
13. Is your Trust currently in special measure or has as it been in the last 3 years?
14. What is the breakdown of performance vs budget for the last 5 financial years, broken down year by year?
 - April 2013 – March 2014
 - April 2014 – March 2015
 - April 2015 – March 2016
 - April 2016 – March 2017
 - April 2017 – March 2018
15. How many open complaints do you currently have in your Orthotic Service?
16. How many complaints have you had regarding your Orthotic Service in the last 5 financial years, broken down by year?
 - April 2013 – March 2014
 - April 2014 – March 2015
 - April 2015 – March 2016
 - April 2016 – March 2017
 - April 2017 – March 2018
17. What patient administration IT system do you use for your Orthotic Services? (appointment booking, patient database etc)
18. What IT system do you use to manage the general administration in your Orthotic Service? (i.e. Ordering system, stock control, workshop management etc)
19. What is your average waiting time from referral to assessment?
20. What is your average waiting time from assessment to supply?
21. What is your average referral to treatment time?
22. Is your contract awarded jointly with prosthetics?
23. Are there any planned changes to the structure of your orthotic service?
24. Is your trust linked to or planning to merge with any other trusts?
25. Have you implemented GS1 yet?

RESPONSE

The orthotics provision for STHK is provided by North West Boroughs under a SLA.