

Freedom of Information request 014706

5/4/19

Please find below questions I would like to have answered via Freedom of Information (FOI) for **The Dudley Group NHS Foundation Trust**.

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1. Which of the following Orthotic Services do you have locally?
 - a) NHS run Orthotic Service in secondary care - Yes
 - 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: - The service is not run by a 3rd party.
 - a) Who is your current provider? - N/A
 - 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 - Yes
 - 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 - Yes
 - c) For Orthotic bespoke product - Yes

5. Are you considering a tender at the moment? Y/N
 - a) If yes does it cover both service and product - No
 - b) When do you anticipate this will happen? - Within next 6 months

6. What orthotics services are provided by the NHS in your jurisdiction?

7. How many sessions do you run per week:
 - a) Orthotist - 10 sessions a week + ward visits
 - b) LOP - None
 - c) Footwear technicians - None

8. How many Full Time equivalent Orthotists work in your Trust? - 1 wte

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 - 3610
- April 2014 – March 2015 - 2931
- April 2015 – March 2016 - 2807
- April 2016 – March 2017 - 4164
- April 2017 – March 2018 - 3704

11. For orthotic products:

a) Which companies do you currently order Orthotic footwear from or do you make these in house? - Dacey, Kenwood, Buchannans

b) Which companies do you currently order insoles from or do you make these in house? - SALTS Langers

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 - 500
2. Modular Orthotic Footwear orders - 300
3. Bespoke Orthotic Footwear orders - 200
4. Orthotic Footwear repairs - 10
5. Moulded EVA Insoles - 1000
6. Plastic Heel cups - 1000
7. Carbon Fibre Insoles - 400
8. Bespoke AFOs - 300

7,000 and £235,180

12. Have you overspent on your Orthotic budget in the last 5 years? - No

13. Is your Trust currently in special measure or has as it been in the last 3 years? - No

14. What is the breakdown of performance vs budget for the last 5 financial years, broken down year by year?

- April 2013 – March 2014	Budget- £596,233	Spend £590,265	Variance £5,986
- April 2014 – March 2015	Budget- £655,042	Spend £570,479	Variance £84,563
- April 2015 – March 2016	Budget- £635,675	Spend £623,534	Variance £12,141
- April 2016 – March 2017	Budget- £694,726	Spend £685,963	Variance £8,763
- April 2017 – March 2018	Budget- £716,183	Spend £614,304	Variance £101,879

15. How many open complaints do you currently have in your Orthotic Service? - See response below

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 -

Questions 15 & 16 - As per NHS Digital rules the Trust not publish numbers lower than 5 as this could lead to the identification of the persons involved.

17. What patient administration IT system do you use for your Orthotic Services? (appointment booking, patient database etc) - Appointment booking and patient database OASIS

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) - OPAS

19. What is your average waiting time from referral to assessment? - 18 weeks

20. What is your average waiting time from assessment to supply? - 6 weeks
21. What is your average referral to treatment time? - 18 weeks
22. Is your contract awarded jointly with prosthetics? - No
23. Are there any planned changes to the structure of your orthotic service? - No
24. Is your trust linked to or planning to merge with any other trusts? - No
25. Have you implemented GS1 yet? - Yes