The Dudley Group
NHS Foundation Trust

Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ

Ref: FOI-052026-0002429

Date: 12.06.2026

Address / Email:

Dear

Request Under Freedom of Information Act 2000

Thank you for requesting information under the Freedom of Information Act 2000.

Subject: Freedom of Information Request – Podiatry Orthotic / Insole Provision

This request is made under the Freedom of Information Act 2000.

Please provide the information requested below in relation to podiatry orthotic and/or insole provision within your Trust. Where possible, please respond electronically and indicate answers by ticking the relevant options.

1.1 Does your Podiatry Service provide foot orthotics and/or insoles?
☒ Yes
☐ No

1.2 If yes, which patient groups are eligible for orthotics/insoles? (Please tick all that apply)
☒Musculoskeletal (MSK) patients
☒Wound care patient
☒Preventative care / at-risk patients
☒All podiatry patients
☐Other (please specify): _____

1.3 If yes, are orthotics/insoles provided free of charge to all patients?
☒Yes
☐No

1.4 If no, which patient groups are charged for orthotics/insoles?
Answer: _____N/A_____

2. Does your Trust have an in-house orthotics laboratory for manufacturing insoles/orthotics?
☐ Yes
☒ No

2.2 If no in-house laboratory is available, how is orthotic provision delivered?
☒Fully outsourced
☐Combination of outsourced and in-house provision
☐Other (please specify): _____

3.1 Do you use pre-formed orthotic shells that are adapted or customised?
☒Yes
☐No

3.2 Do you manufacture simple insoles from sheet materials (e.g. laminated or glued)?
☐Yes
☒No

3.3 Do you manufacture cast or moulded insoles?
☐Yes
☒No

3.4 Do you manufacture orthotics in a different way to those listed above?
Answer: - **N/A**

4.1 If orthotics/insoles are provided free of charge, how many pairs is a patient entitled to?
(Please specify per episode of care or per year)
Answer: __**2 per year, High risk patients will be considered on an individual basis**

4.2 Do you provide additional orthotics/insoles at a charge to the patient?
☐Yes
☒No

4.3 If charges apply, please specify: - **N/A**

a) Which patient groups are charged for orthotics/insoles?
☐Musculoskeletal (MSK) patients
☐Wound care patients
☐Preventative care / at-risk patients
☐All podiatry patients
☐Other (please specify): _____

b) What is the cost per pair (£)?
Answer: - **N/A**

5.1 If orthotics/insoles are outsourced, who is the external supplier/provider?
Answer: __**Variable in cost depending on patient requirement**
_____

5.2 What is the average cost per orthotic/insole unit to the Trust?
Answer: **Unable to respond due to huge variation based on patient need. The Provider was unable to give this information**

5.3 The orthotics service or laboratory operates as:
☐Financial loss
☐Break-even
☐Financial surplus
☒Not assessed / unknown

If any of the requested information is already publicly available, please provide a link. If responding to this request in full exceeds the FOI cost limit, I would be grateful for advice on how the request may be refined.

If you are dissatisfied with our response, you have the right to appeal in line with guidance from the Information Commissioner. In the first instance you may contact the Information Governance Manager of the Trust.

Information Governance Manager

Trust Headquarters
Russell's Hall Hospital
Dudley
West Midlands
DY1 2HQ
Email: dgft.dpo@nhs.net

Should you disagree with the contents of our response to your appeal, you have the right to appeal to the Information Commissioners Office at.

Information Commissioners Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
www.ico.org.uk

If you require further clarification, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team
The Dudley Group NHS Foundation Trust