

5th October 2016

Information Governance

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Dear Requester

Request under Freedom of Information Act 2000

Thank you once again for your request under the Freedom of Information Act. For ease of reference I am attaching your original questions:

We are conducting a research project of Orthotic Services provided by the NHS. Please can you help us by answering the following questions?

1. Which of the following Orthotic Services does your Trust provide?

	YES	NO
NHS run Orthotic Service in secondary care		
NHS run Orthotic Service in primary care		
A 3rd party run Orthotic Service in secondary care		
A 3rd party run Orthotic Service in primary care	X	
Other		

2. If your service is run by a 3rd Party –

	Reply
Please name them	SOLENT ORTHOTICS & SALTS Healthcare
When did the current agreement start?	01.01.15 (Solent) 01.07.16 (SALTS)
If there have been previous agreements with the incumbent supplier, how long in total have they delivered your Orthotic Service?	10yrs +
When does your current agreement run until?	31.12.19 (Solent) 01.07.17 (SALTS)
Are you considering a tender at the moment?	No
What was the total value of the contract?	£300k
Is there an allowance for increasing patient numbers and activity each year?	Yes
Was the contract a lump sum contract or pay for activity basis?	Pay for activity
Is the tender covering both service and product?	Yes

What is the current cost per Orthotist session in your trust?	£165.75 (Solent) £110 (SALTS)
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3. Over the last five financial years, how many orthotics patients were treated?

2011 - 12 =1394
2012 - 13 = 1403
2013 - 14 = 1773
2014 - 15 = 1824
2015 - 16 =1898

4. Regarding Orthotic Sessions run over the last 12 months, please provide the number of –

	Reply
Average number of Orthotist sessions per week	2 (Solent) 6 (SALTS)
Average number of Limited orthotic practitioners (LOP) sessions per week?	0
Average number of Footwear Technician sessions per week?	0
How many full time equivalent Orthotists work in your trust?	1.0 wte
How many Administrators from the trust do you employ to work within the Orthotics Service?	0.56 wte
What % of NHS Managers do you employ to cover the Orthotics Service?	1.0 wte

5. Regarding your current Orthotic Service Waiting times –

	Reply
Your Average waiting time from referral to assessment?	6- 8 wks
Your Average waiting time from assessment to supply?	1 wk
Your Average referral to treatment time?	n/a

6. Is your service managed and awarded with any other service ie Podiatry, prosthetics?

	YES	NO
Podiatry		X
Prosthetics		X
Others (please specify)		X

7. Can you provide annual volumes of prescriptions/orders for the last 12 months -

	prescriptions / orders	Lead Time
Stock Orthotic Footwear orders		
Modular Orthotic Footwear orders		
Bespoke Orthotic Footwear orders		

Orthotic Footwear repairs		
Moulded EVA Insoles		
Plastic Heel cups		
Carbon Fibre Insoles		
Bespoke AFOs		

8. Regarding Orthotic Footwear –

	Reply
Which companies do you currently order Orthotic footwear from or do you make these in house?	Piedro Boots SALTS Healthcare
Which companies do you currently order insoles from or do you make these in house?	Solent Orthotics Victory Orthotics

9. Can you give the breakdown of your financial performance vs budget for your Orthotic Service annually for the last 5 years?

	Financial Performance	Budget
2011 to 12		
2012 to 13		
2013 to 14		
2014 to 15		
2015 to 16		

10. Are there any planned changes to the structure of your Orthotic Service in the next 12 months? If yes, please specify.

No

11. Do you have a framework for Orthotic products? if so please provide the file or a hyperlink to the file.

Yes – East of England Framework

12. Regarding your patient administration / IT System –

	Reply
What patient administration IT system do you use for your Orthotic Services? (appointment booking, patient database etc)	Oasis
What IT system do you use to manage the general administration in your Orthotic Service? (ie Ordering system, stock control, workshop management etc)	Oasis / SBS

13. How many complaints have you received regarding your Orthotic Service in the last 5 years, broken down by year and give a number for your total current open complaints?

	Reply
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2011 - 12 =	
2012 - 13 =	
2013 - 14 =	
2014 - 15 =	
2015 - 16 =	
Current open complaints	0

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This letter confirms the completion of this request. A log of this request will be held on a database held by the Trust.

I hope the information provided meets your needs. If you are dissatisfied with the Trust's response, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of the response to your original request and should be sent to the Trust Company Secretary, at the address above.

If you are not content with the outcome of the internal review, you have the right under Section 50 of the FOI to apply directly to the Information Commissioner for a decision on whether your application has been dealt with in accordance with the Act. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely

Freedom of Information
Royal Surrey County Hospital NHS Foundation Trust