

Freedom of Information Request

Reference Number: [EPUT.FOI.19.1026](#)
Date Received: [Legal Team](#)

Information Requested:

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

[The Trust has Community Orthotics services.](#)

2. If your service is run by a 3rd party:
 - a. Who is your current provider?
[Steeper](#)
 - b. When did the current agreement start?
[01/02/2018](#)
 - c. When is your current agreement up for renewal?
[31/01/2020 subject to an extension 2 years](#)
 - d. What was the total value of the contract?
[£420,000](#)
 - e. Is there an allowance for increasing patient numbers and activity each year?
[Yes](#)
 - f. Is the contract a lump sum / block contract or pay / BPR for activity basis?
[The contract is a lump sum contract](#)
 - g. What is the current cost per Orthotist session in your trust?
[£50 an hour maximum](#)

3. Do you:
 - a. Run your tender in-house
 - b. Procure direct from a framework
 - c. Run a mini competition with the framework[The Trust runs a mini competition with 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[The Trust is able to buy from all of the above](#)

5. Are you considering a tender at the moment? (Y/N)
[No](#)

- a. If yes does it cover both service and product
N/A
 - b. When do you anticipate this will happen?
2020

6. What orthotics services are provided by the NHS in your jurisdiction?
None, all services are SLA's.

7. How many sessions do you run per week:
 - a. Orthotist
6 per week
 - b. LOP
None
 - c. Footwear technicians
None

8. How many Full Time equivalent Orthotists work in your Trust?
0.6 WTE

9. How many appliance officers/administrators do you employ in the Orthotics Service?
4 WTE

10. Over the past five financial years how many orthotics patients were treated (please breakdown by year)?
 - a. April 2013 – March 2014
5629
 - b. April 2014 – March 2015
5827
 - c. April 2015 – March 2016
4591
 - d. April 2016 – March 2017
4939
 - e. April 2017 – March 2018
5950

11. For orthotic products:
 - a. Which companies do you currently order Orthotic footwear from or do you make these in house?
Steepers

 - b. Which companies do you currently order insoles from or do you make these in house?
Steepers

 - 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:
 - i. Stock Orthotic Footwear orders
 - ii. Modular Orthotic Footwear orders
 - iii. Bespoke Orthotic Footwear orders

- iv. Orthotic Footwear repairs
- v. Moulded EVA Insoles
- vi. Plastic Heel cups
- vii. Carbon Fibre Insoles
- viii. Bespoke AFOs

The Trust does not hold data on the above.

12. Have you overspent on your Orthotic budget in the last 5 years?

Yes

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?

For products:

	Performance	Budget
a. April 2013 – March 2014	£426,043	£409,564
b. April 2014 – March 2015	£416,038	£393,564
c. April 2015 – March 2016	£412,151	£369,856
d. April 2016 – March 2017	£415,232	£391,000
e. April 2017 – March 2018	£421,000	£391,000

15. How many open complaints do you currently have in your Orthotic Service?

None

16. How many complaints have you had regarding your Orthotic Service in the last 5 financial years, broken down by year?

- a. April 2013 – March 2014
0
- b. April 2014 – March 2015
0
- c. April 2015 – March 2016
0
- d. April 2016 – March 2017
0
- e. April 2017 – March 2018
0

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

System 1

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)

Steepers in-house system

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

4 weeks

20. What is your average waiting time from assessment to supply?

4 weeks for non custom, 10 weeks for custom

21. What is your average referral to treatment time?

8 weeks

22. Is your contract awarded jointly with prosthetics?

No prosthetics

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?

No
