Information Requested:

FAO the orthotics or Surgical Appliance Service, could you kindly provide the request for information for the period 2018/19, thank you.

1. What are the current waiting times to been for an assessment? (referral to treatment time)
   - 5 weeks non urgent
   - 1 week urgent

2. What was the number of treatments provided? (i.e. if a patient had a pair of footwear and a pair of wrist braces this will equate to two treatments)
   - 3825

3. What was the consumable spend for these treatments?
   - £434,056

4. Do you provide services for adults and children?
   - Yes

5. How many complaints was received about patient experiences?
   - None

6. How many thank you letters or cards was received about positive patient experiences?
   - 68

7. How many new patients were registered?
   - 1746

8. Are your clinical and non-clinical teams employed by you?
   - Only employ appliance officers, orthotists provided by contract

9. Do you have a managed service contract that manages the provision of clinical, non-clinical staff and products?
   - We have a contract for clinical staff and products, non-clinical staff are managed by the Trust

10. How many clinic sessions are held each week?
    - 6

11. If you have a contracted orthotist provision, what is the session fee costs?
    - £32.50 per hour
12. What is the number of staff working within the service, managerial, general admin, technician, clinician?
   Appliance officers 2.83 wte
   Orthotist 0.6 wte
   Manager 1 wte manager
   (16% of time is spent on Orthotics)

13. Do you have orthotic workshops on site for manufacturing and the alteration of products?
   No

14. Do you have a dedicated area where the clinician can carry out a dignified gait analysis?
   The analysis is carried out in a private clinic that is shared with physiotherapy.

15. Is your service accessible under the Equality Act 2010?
   Yes

16. Do you have an inpatient and/or outpatient service?
   Outpatient

17. For your inpatient service – do ward based physiotherapist, occupational therapist or podiatrist prescribe and administer orthotic treatments?
   n/a

18. Do you provide a direct access service for GPs and AHPs in the community?
   Yes

19. Do you provide orthotic products to commissioned community providers who receive patients (i.e. the community referrer will assess, prescribe and administer the product)
   Yes

20. Do you provide a postal service for products to clinics, care homes and home addresses?
   Yes

21. How many satellite clinics do you provide orthotic products for (i.e. satellite clinics managed by commissioned community providers)
   4

22. Does your service lead evaluate the prescribed product being used prior to prescribing and administering?
   The Trusts Lead Orthotist carries out evaluations.

23. How many medical devices failures was recorded? (i.e. faulty or broken)
   130

24. As a result of medical device failures, of how many caused known harm to patients? (i.e. pressure sores, slips trips and falls)
   None

25. Do you provide assisted living products to enhance patient safety, improve dignity and reduce risks of slips, trips and falls?
   No
26. Do you provide discharge packages of care for inpatients with dementia, risk of falls, assisted living including nutrition and hydration? 
No

27. Do you provide medical devices for pelvic health conditions? (i.e. invasive treatments) 
No

28. Do you provide wigs for oncology and dermatology patients? 
Yes

29. If you provide wigs, is this provision in-house or by an externally contracted salon? 
The wigs are provided by an external salon – this is not a contract but on a fit and supply standing order

30. What information technology system do you record your patients activity and data on? 
Systmone

31. Is your service based within an acute hospital or community setting? 
Community setting

32. How many care pathways are in place for accessing treatment? 
9

33. Have you suspended any element of your service due to budget restrictions? 
No

34. Do you have to apply for additional funding for specific and expensive products? 
Yes

35. Do you provide services at weekends? 
No

36. What is the size of the population for the area you serve? 
295000

37. Do you have an annual allowance for patient entitlement per specific product, if yes please advise what they may be? 
Patients are supplied with one appliance initially and upon successful use/wear by the patients may receive a second.

38. Do you have any planned changes for your service improvements, if yes please advise what they may be? 
No

Publication Scheme:
As part of the Freedom of Information Act all public organisations are required to proactively publish certain classes of information on a Publication Scheme. A
publication scheme is a guide to the information that is held by the organisation. EPUT’s Publication Scheme is located on its Website at the following link https://eput.nhs.uk