

Name of the Trust/ Health Board (with the name of the individual responsible to return this FOI request):

County Durham and Darlington Foundation Trust – Orthotics Manager

Finance

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

Contracted service

NHS in house service

2. If your service is run by a contractor:

	Reply
Please name them	Peacocks Medical Group/ RSL for Paediatric service in the North
When did the current agreement start?	2013
What is the total value of the contract?	Approx £836500
Is the tender covering both service and product? Please state what it covers	Service and MTM items and some stock items

3. How is your orthotics service commissioned?

Block contract

Local Tarrif Both models are used as Trust is split

If you are on a local tarrif how much does your Trust/ Health board get paid per contact?

Answer: Cost per Orthoses plus 20%

Please provide annual volumes of orders for the last 12 months (2015-16), and manufacturer lead times for:

Answer:

	Number of orders placed over the last 12 months	Average Lead Time from order to delivery
Stock paediatric Footwear	369	3 DAYS TO 5 WEEKS
Modular adult Orthotic Footwear	1037	10DAY TO 3/52
Bespoke Orthotic Footwear	305	4/52
Orthotic Footwear repairs	694	1/52
Moulded EVA Insoles	4900	1-2/52
Plastic Heel cups	Inc in insoles above	1/52
Carbon Fibre Insoles	Inc in insoles above	1/52
Bespoke AFOs	310 –	1-2/52

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4. Can you give the breakdown of your financial performance versus budget for your Orthotic **PRODUCT** annually for the last 5 years?

Financial year	Financial Performance	Budget
2011 to 12	£914735	Not available part block part tariff
2012 to 13	£1021243	£ as above
2013 to 14	£1276930	£as above/
2014 to 15	£1587072	£as above/
2015 to 16	£1676880	£as above/

5. Can you give a breakdown of your financial performance versus budget for your orthotic service **excluding all NON-PAY** items.

Financial year	Financial Performance	Budget
2011 to 12	£ not available	£ not available
2012 to 13	£12,674 overspent	£105,493
2013 to 14	£45,356 overspent	£118,395
2014 to 15	£10,713 overspent	£178,914
2015 to 16	£1,533 overspent	£180,015

Note: Information not available in 2011/12 due to transfer of financial system. Budget realigned 13/14 to 14/15 between Orthotics and Physiotherapy

Service Provision

6. Over the last five financial years, how many orthotics appointments were made for your entire service?

Financial Year	Total number of appointments made by your orthotics service	How many of these appointments were for paediatric patients?
2011 - 12	18325	2308
2012 - 13	18873	2094
2013 - 14	20625	2861
2014 - 15	21799	2884
2015 - 16	20643	2835

7. Over the last five financial years, how many patients were seen in your entire orthotics service?

Financial Year	Total number of patients seen in your orthotics service
2011 - 12	12011
2012 - 13	12064
2013 - 14	17032
2014 - 15	17832
2015 - 16	17566

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8. Out of the patients treated, as detailed in the above table, how many of these patients were under 18 years of age? (broken down in patients seen per year)

Financial Year	Number of paediatric patients seen in your service
2011 - 12	2308
2012 - 13	3078
2013 - 14	3161
2014 - 15	3247
2015 - 16	3117

9. What is your average DNA (Did not attend) rate across your service over the last 5 years?

Financial Year	Number of appointments which patients DNA
2011 - 12	3%
2012 - 13	2.5%
2013 - 14	5%
2014 - 15	4.5%
2015 - 16	6 %

10. Is your orthotics service part of the 18 week referral to treatment pathway?

Yes
 No

11. Regarding your current Orthotic Service Waiting times –

	Reply
What is your average waiting time from referral to assessment for a routine adult appointment?	1 day to 5/52
What is your average waiting time from referral to assessment for an urgent adult appointment?	1 – 3 days
What is your average waiting time from referral to assessment for a routine paediatric appointment?	5 -6 weeks
What is your average waiting time from referral to assessment for an urgent paediatric appointment?	1 day to 2 weeks
What is your average waiting time from assessment to supply of paediatric AFOs	1-4 weeks

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12. Does your orthotics service take part in multidisciplinary joint clinics:

Yes

No

If yes please give details of the joint clinics your service participates in:

Clinic Type (E.g. paediatric, diabetes, orthopaedic etc.)	Clinicians present during the clinic
Diabetic MDT clinic	Orthotist and Podiatrist
Community clinic	Orthotist and Podiatrist
Paediatric Clinic	Orthotist and Physiotherapist

13. Does your service have access to the following facilities:

Equipment	Access?	If yes, how often do you utilise this equipment on a monthly basis?
3D instrumented gait laboratory	Yes <input type="checkbox"/> No <input type="checkbox"/>	
2D Video vector analysis	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Video analysis	Yes <input type="checkbox"/> No <input type="checkbox"/>	
Other gait analysis facilities	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Pedar System . Not scheduled clinics As and when required

14. Are children seen in separate paediatric clinics?

Yes (all children)

Only children with special needs

No

Other

If other, please provide information__

Answer: Dedicated Paeds Clinics at all sites but can be seen in Adults clinic If required

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Staffing

15. Please answer the following section considering Orthotic Sessions run over the last 12 months (2015-16):

	Reply
What is your average number of Orthotist sessions (session meaning 1 clinic usually of 3 hours) per week	26 sessions per week
What is your average number of Limited orthotic practitioners (LOP) sessions per week?	8 sessions per week Plus drop ins as required
How many full time equivalent Orthotists work in your trust?	Contracted in
How many Administration staff do you employ to work within the Orthotics Service?	7 but 3 are also LOPS

16. Does the orthotics manager have a clinical background?

Yes Paediatric service North Physiotherapist Service - South LOP
No

If yes, what is their background:

Orthotist
Podiatrist
Physiotherapist
Occupational therapist

Other (please state) _____

17. Please give details of the skill mix of orthotists currently within your orthotics service:

Orthotist Band/salary	Orthotist title (Junior/Orthotist/Senior/Principal/manager)	Number employed (WTE)
Band 5	n/a contracted in	
Band 6	n/a contracted in	
Band 7	n/a contracted in	
Band 8a	n/a contracted in	
Band 8b	n/a contracted in	

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18. Do orthotist's working with complex and highly complex conditions already have or are provided with additional post-graduate training in orthotic management of these conditions? **Not applicable -**

contracted in Orthotists

Yes, it is mandatory

Yes, they do have training but it is not mandatory

No, we don't insist on any particular post graduate training

If yes, please state which post graduate training your orthotists have:

		If yes:	
Do your orthotists provide:		Number of orthotists who work in this area	Number of orthotists who have post graduate training in this area
Orthotic management of Cerebral palsy	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Orthotic management of spina bifida	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Orthotic management of hereditary sensory motor neuropathy	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Orthotic management of the spine	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Gait analysis	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Orthotic management of Diabetes	Yes <input type="checkbox"/> No <input type="checkbox"/>		
Other please state:			

19. Do your orthotists have protected continued professional development (CPD) time? – **Not applicable - Contracted in orthotists**

Yes

No

If yes, please indicate the amount of protected CPD per orthotist

None

Less than 1 hour per month

1 hour per month

2 hours per month

3 hours per month

4 hours per month

5 hours per month

6 hours per month

More than 6 hours per month

On an ad hoc basis when the service permits

Other (please state) _____ all not available as contract in _____

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20. Do you have any orthotist vacancies at the moment? – **not applicable - contracted in Orthotists**

Yes

No

If yes, please provide details below:

Vacancy (job title)	How long has this position been vacant?	Why has the position not been filled?

21. Are you currently employing locum/agency orthotists to cover any aspect of your orthotics service?

Answer: N/A

Yes

No

22. Have you employed locum/agency orthotists at any time over the last 5 years?

Answer: N/A

Yes

No

If yes, please give details of all locum/agency orthotists you have utilised over the last 5 years:

Financial Year	Number of locum/agency orthotists utilised by the Trust	Annual Full cost (including expenses) for locum/agency orthotists utilised.	Average full cost of locum/agency orthotist per session (session is defined as 1 clinic usually 3 hours in length)
2011 - 12			
2012 - 13			
2013 - 14			
2014 - 15			
2015 - 16			

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Complaints

23. How many formal and informal complaints have you received regarding your Orthotic Service in the last 5 years?

Financial Year	Formal complaints	Informal complaints
2011 - 12	1	
2012 - 13	1	
2013 - 14	1	0
2014 - 15	2	1
2015 - 16	2	1

24. How many orthotic related incidents have been logged on your Trust/health board incident reporting system over the last 5 years?

Financial Year	Number of incidents logged on your Trust/Health board incident reporting system
2011 - 12	0
2012 - 13	0
2013 - 14	0
2014 - 15	1
2015 - 16	1

Outcome measures and key performance indicators

25. Does your service monitor patient satisfaction?

Yes

No

If yes please state how this is done

Answer: Comment cards and Quality assessment tool for Paediatrics and Adults

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26. Does your service use outcome measures for the orthotic interventions you issue to patients?

Yes x

No

If yes please provide further information:

Outcome measure used (please list):
Telephone and face to face reviews at present only recorded on notes – however Outcome Reports are currently being worked on
Goniometry
Lower Limb assessment scale

27. What Key performance indicators (KPI) does your Trust monitor for the orthotics service?

KPI	Yes/No	If yes, please state what your KPI is for each category where applicable
Routine Waiting times	Yes x No <input type="checkbox"/>	18 week wait
Manufacturer Lead times	Yes x No <input type="checkbox"/>	Agreed times with provider – currently Benchmarked against Good practice Guide
Failed first fits	Yes <input type="checkbox"/> No x	
In patient waiting times	Yes x No <input type="checkbox"/>	Same day
Urgent waiting times	Yes x No <input type="checkbox"/>	1- 10 days
Other please state		

28. Does your service accept direct GP referrals?

Yes x

No

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29. Do you have an orthotic service patient entitlement allowance for the following orthoses or is provision

as needs require?

Provision is as needs require Yes
No X

If you have an orthotic service patient entitlement allowance please provide the following information:

Orthoses	Do you have an orthotic service patient entitlement allowance?	Entitlement
Spinal orthoses	Yes x No <input type="checkbox"/>	1 if short term 2 if long term
Paediatric AFOs per limb	Yes <input type="checkbox"/> No <input type="checkbox"/>	1 per intervention
Adult AFOs per limb	Yes <input type="checkbox"/> No <input type="checkbox"/>	2
Paediatric SMOs	Yes <input type="checkbox"/> No <input type="checkbox"/>	1 per intervention
Adult SMOs	Yes <input type="checkbox"/> No <input type="checkbox"/>	2
Adult orthopaedic footwear	Yes <input type="checkbox"/> No <input type="checkbox"/>	2 in possession at any one time
Adult diabetic footwear	Yes <input type="checkbox"/> No <input type="checkbox"/>	2 in possession at any one time
Paediatric footwear	Yes <input type="checkbox"/> No <input type="checkbox"/>	1 per intervention
Over splint footwear	Yes <input type="checkbox"/> No <input type="checkbox"/>	Adults same allocation as adult footwear – children 1 per intervention
Adult footwear adaptations	Yes <input type="checkbox"/> No <input type="checkbox"/>	3 per year
Paediatric footwear adaptations	Yes <input type="checkbox"/> No <input type="checkbox"/>	Dependent on growth
Adult insoles	Yes <input type="checkbox"/> No <input type="checkbox"/>	2 pairs per year
Paediatrics insoles	Yes <input type="checkbox"/> No <input type="checkbox"/>	1 pair per intervention

- End of questionnaire -