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Request for Information Reference: 03.19.22

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Email only

10 April 2019

## **Freedom of Information Act 2000 – Request for Information**

Thank you for your request for information received on 13 March 2019 in relation to the County Durham and Darlington NHS Foundation Trust (Trust). We are dealing with your request under the provisions of the Freedom of Information Act 2000.

You requested information regarding the orthotic services. Specifically you requested information as follows:

***Please find below questions I would like to have answered via Freedom of Information (FOI) for County Durham and Darlington NHS Foundation Trust.***

### ***FOI request***

#### ***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***

Answer: c) The NHS run Orthotic Services in both primary and secondary care

#### ***2. If your service is run by a 3rd party:***

- a) Who is your current provider?***
- b) When did the current agreement start?***
- c) When is your current agreement up for renewal?***

- d) **What was the total value of the contract?**
- e) **Is there an allowance for increasing patient numbers and activity each year?**
- f) **Is the contract a lump sum / block contract or pay / BPR for activity basis?**
- g) **What is the current cost per Orthotist session in your trust?**

Answer: Block contract. The current cost per Orthotist session is £100.

3. **Do you:**
- a) **Run your tender in-house**
  - b) **Procure direct from a framework**
  - c) **Run a mini competition with the framework**

Answer: b) Procure direct from a 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**

Answer: All three of the above.

5. **Are you considering a tender at the moment? (Y/N) – Answer: Yes**
- a) **If yes does it cover both service and product? – Answer: Yes**
  - b) **When do you anticipate this will happen?- Answer: Within 12 Months**

6. **What orthotics services are provided by the NHS in your jurisdiction?**

Answer: General Services.

7. **How many sessions do you run per week:**
- a) **Orthotist:** Answer: 23 plus 2 biomechanical clinics
  - b) **LOP:** Answer: 19 including collection clinics
  - c) **Footwear technicians:** Answer: - None

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

Answer: The Orthotist are contracted in and not employed by the Trust. The Full time equivalent is 1.87 WTE

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

Answer: 8.

**10. Over the past five financial years how many orthotics patients were treated (please breakdown by year)?**

Answer:

April 2013 – March 2014: 9,434  
April 2014 – March 2015: 9,941  
April 2015 – March 2016: 9,765  
April 2016 – March 2017: 10,127  
April 2017 – March 2018: 9,157

**11. For orthotic products:**

**a) Which companies do you currently order Orthotic footwear from or do you make these in house?**

Answer: Peacocks medical Group

**b) Which companies do you currently order insoles from or do you make these in house?**

Answer: Peacocks medical Group

**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:**

- 1. Stock Orthotic Footwear orders**
- 2. Modular Orthotic Footwear orders**
- 3. Bespoke Orthotic Footwear orders**
- 4. Orthotic Footwear repairs**
- 5. Moulded EVA Insoles**
- 6. Plastic Heel cups**
- 7. Carbon Fibre Insoles**
- 8. Bespoke AFOs**

Answer: We are unable to provide the information as requested on the grounds that this information is commercially sensitive and has, therefore, been withheld pursuant to Section 43 of the Act.

Section 43 (2) exempts from disclosure the following:

(2) Information, the disclosure of which would, or would be likely to, prejudice the commercial interests of any person including those of the public authority holding the information.

The supplier has informed the Trust that they do not want this information disclosed as we are due to go out to contract and this information if disclosed could be used to undercut the supplier and would give potential bidders an unfair advantage.

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

Answer: Yes.

**13. Is your Trust currently in special measure or has as it been in the last 3 years?**

Answer: No.

**14. What is the breakdown of performance vs budget for the last 5 financial years, broken down year by year?**

- **April 2013 – March 2014**
- **April 2014 – March 2015**
- **April 2015 – March 2016**
- **April 2016 – March 2017**
- **April 2017 – March 2018**

Answer: Please note this information is not available –the Trust is unable to identify this information as Orthotics is not a centralised service. Costs/products are charged to individual areas and would breach the time limit in order to establish answer.

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

Answer: None.

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

Answer:

April 2013 – March 2014:	1
April 2014 – March 2015:	1
April 2015 – March 2016:	2
April 2016 – March 2017:	2
April 2017 – March 2018:	2

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

Answer: OPAS.

**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.)?**

Answer: OPAS.

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

Answer: Approx 5/52

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

Answer: Approx 2/52

**21. What is your average referral to treatment time?**

Answer: As above

**22. Is your contract awarded jointly with prosthetics?**

Answer: No

**23. Are there any planned changes to the structure of your orthotic service?**

Answer: None.

**24. Is your Trust linked to or planning to merge with any other Trusts?**

Answer: None.

**25. Have you implemented GS1 yet?**

Answer: No.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the County Durham and Darlington NHS Foundation Trust website.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the way your request for information has been handled, you can request a review by writing to:

The Chief Executive  
County Durham & Darlington NHS Foundation Trust  
Darlington Memorial Hospital  
Hollyhurst Road  
Darlington  
DL3 6HX

If, you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone: 0303 123 1113  
Website: [www.ico.gov.uk](http://www.ico.gov.uk).

There is no charge for making an appeal.

Yours sincerely

**Joanna Tyrrell**  
**Freedom of Information Officer**