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Request for Information Reference: 04.20.05

Email: cdda-tr.cddftfoi@nhs.net

Email only

2nd September 2020

Freedom of Information Act 2000 – Request for Information

Thank you for submitting a request for information which we initially received on 8 April 2020 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Due to the Covid-19 pandemic your request was paused and we received confirmation to restart this request on 3 August 2020. As such your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to Wheelchair Services and I am providing the following information in response to your specific questions:

1. Do you operate an in-house service for wheelchair equipment or is it outsourced?

The Wheelchair service has NHS employees and contracts that support the service with outside providers. The software in use within the service is also not in-house.

2. If you are in house service who is your current wheelchair service software provider?

SystemOne

3. Is it an external or internally hosted solution?

External

4. How many staff are within your service? i.e Clinicians, assessors, rehab engineers & Admins

12

5. Do you operate over multiple depots or just one?

Multiple

6. Do you service your wheelchairs t in house or is it outsourced?

This is outsourced

7. If it's outsourced who is your supplier?

Rosscare

8. Did you tender for your current system or was it procured through a framework?

It was procured through a framework

9. If tendered when did you last tender for your current contract?

May 2018

10. As a result of a tender / procurement exercise did you change providers?

Yes

11. How long is the contract over and does it include extension periods?

Permanent contract

12. What date did your current contract start?

May 2018

13. Please provide the financial value of the contract in the last 12 months

Zero – the service was included in the Trust contract and therefore there is no specific cost for the service.

14. Was hardware included in your contract?

Yes

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 on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not

hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via cdda-tr.cddftfoi@nhs.

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; www.ico.gov.uk.

Yours sincerely

Joanna Tyrrell
Freedom of Information Officer