



Ref: FOIA Reference 2021/22-063

Royal Stoke University Hospital
Data, Security and Protection
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 18th May 2021

Email foi@uhn.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 29th April 2021 requesting information under the Freedom of Information Act (2000) regarding Orthotics.

The University Hospitals of North Midlands Trust is committed to the Freedom of Information Act 2000.

However, the NHS is facing unprecedented challenges relating to the coronavirus (COVID-19) pandemic at the current time. Understandably, our resources have been diverted to support our front-line colleagues who are working tremendously hard to provide care for our patients, and to those in need of our services.

We strive to be transparent and to work with an open culture. But at this time, whilst care of our patients and the safety of our staff takes precedent, it is likely that responses to some requests for information will be delayed. We apologise for this position in advance, and will endeavour to provide you with as much information as we can, as soon as we are able.

The Information Commissioners Office has recognised the current situation in the NHS

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 Which of the following Orthotic Services do you have locally?

- a. Product and Clinical service
- b. Product only in-house clinical service
- c. Clinical Service only
- d. Fully managed service

A1 This service is not managed by UHNM, therefore this request is not applicable. You may obtain information by contacting the following service:

Staffordshire.orthotics@nhs.net

Q2 If your service is run by a 3rd party:

- a. Who is your current provider?
- b. When did the current agreement start?
- c. When does the current agreement expire?
- 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?

A2 As answer 1

Q3 Do you run your tender in-house or is it outsourced?

A3 As answer 1

Q4 Which frameworks are you able to buy from currently?
a. For Orthotic Clinical Service
b. For Orthotic stock products
c. For Orthotic bespoke products

A4 As answer 1

Q5 Are you considering a tender at the moment? (Y/N)

A5 As answer 1

Q6 What orthotics services are provided by the NHS in your jurisdiction?

A6 As answer 1

Q7 How many sessions do you run per week:
a. Orthotist
b. LOP
c. Footwear technicians

A7 As answer 1

Q8 how many Full Time equivalent Orthotists work in your Trust?

A8 As answer 1

Q9 How many appliance officers/administrators do you employ in the Orthotics Service?

A9 As answer 1

Q10 Over the past three financial years how many orthotics patients were treated (please breakdown by year)?
a. April 2018 – March 2019
b. April 2019 – March 2020
c. April 2020 – March 2021

A10 As answer 1

Q11 For orthotic products:
a. Which companies do you currently order Orthotic footwear from or do you make these in house?

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

A11 As answer 1

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

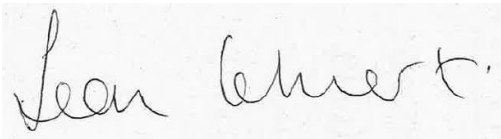
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,

A handwritten signature in black ink on a light-colored background. The signature reads "Jean Lehnert" in a cursive script.

Jean Lehnert
Data, Security & Protection Manager