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| **FOI Request** |
| **Name of the Trust/ Health Board (with the name of the individual responsible to return this FOI request): Heart of England NHS Foundation Trust** |
| **Finance**   1. Which of the following Orthotic Services does your Trust/Health board provide?   Contracted service 🞏  NHS in house service 🞏   1. If your service is run by a contractor:  |  |  | | --- | --- | |  | **Reply** | | Please name them | Ardens Head to Toe Graham Lee | | When did the current agreement start? | See below | | What is the total value of the contract? | See below | | Is the tender covering both service and product? Please state what it covers | There are no full contracts. The service is based on session cover which we review at six month intervals based on our move to a full in-house service.  The service is split between Orthotics and Podiatry  There is also a limited technical practitioner who is employed directly by T&O  We are currently in recruitment so the sessions will be reduced as these posts increase.  Session cover is capped to a maximum nationally £250 |  1. How is your orthotics service commisionned?   Block contract 🞏  Local Tarrif 🞏  If you are on a local tarrif how much does your Trust/ Health board get paid per contact?  Cross city CCG services are currently being reviewed –there is no tariff for individual contacts at present     1. Please provide annual volumes of orders for the last 12 months (2015-16), and manufacturer lead times for:  |  |  |  | | --- | --- | --- | |  | **Number of orders placed over the last 12 months** | **Average Lead Time from order to delivery** | | Stock paediatric Footwear |  |  | | Modular adult Orthotic Footwear |  |  | | Bespoke Orthotic Footwear |  |  | | Orthotic Footwear repairs |  |  | | Moulded EVA Insoles |  |  | | Plastic Heel cups |  |  | | Carbon Fibre Insoles |  |  | | Bespoke AFOs |  |  |   Please refer to note at the end of this document   1. 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 |  |  | | 2012 to 13 |  |  | | 2013 to 14 |  |  | | 2014 to 15 |  |  | | 2015 to 16 |  |  |   Please refer to note at the end of this document   1. 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 |  |  | | 2012 to 13 |  |  | | 2013 to 14 |  |  | | 2014 to 15 |  |  | | 2015 to 16 |  |  |   Please refer to note at the end of this document  **Service Provision**   1. 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 | 7616 | 1492 | | 2012 - 13 | 10087 | 2028 | | 2013 - 14 | 10148 | 2091 | | 2014 - 15 | 10387 | 2247 | | 2015 - 16 | 11077 | 2441 |  1. 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 | Non-Contract | | 2012 - 13 | 9085 | | 2013 - 14 | 9061 | | 2014 - 15 | 9272 | | 2015 - 16 | 10002 |   **- Continued on next page -**   1. 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 | We do not hold this information | | 2012 - 13 | 1752 | | 2013 - 14 | 1808 | | 2014 - 15 | 1982 | | 2015 - 16 | 2134 |  1. 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 | We do not hold this information | | 2012 - 13 | 1002 = 9.9 % | | 2013 - 14 | 1087 = 10.7 % | | 2014 - 15 | 1115 = 10.7 % | | 2015 - 16 | 1075 = 9.7 % |  1. Is your orthotics service part of the 18 week referral to treatment pathway?   Yes 🞏  No 🞏   1. Regarding your current Orthotic Service Waiting times –  |  |  | | --- | --- | |  | **Reply** | | What is your average waiting time from referral to assessment for a routine adult appointment? | 10 weeks | | What is your average waiting time from referral to assessment for an urgent adult appointment? | 2 weeks but walk ins for T&O and A&E occur on a daily basis | | What is your average waiting time from referral to assessment for a routine paediatric appointment? | 6 weeks | | What is your average waiting time from referral to assessment for an urgent paediatric appointment? | 1 week maximum as urgent paediatric slots | | What is your average waiting time from assessment to supply of paediatric AFOs | We do not hold this information |  1. 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** | | Diabetes | MDT with one Orthotist working alongside podiatrists and the Consultant team | | Paediatrics | MDT with Paediatric Physiotherapists | |  |  | |  |  | |  |  |  1. 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 🞏  No 🞏 |  | | 2D Video vector analysis | Yes 🞏  No 🞏 |  | | Video analysis | Yes 🞏  No 🞏 |  | | Other gait analysis facilities | Yes 🞏  No 🞏 |  |  1. Are children seen in separate paediatric clinics?   Yes (all children) 🞏  Only children with special needs 🞏  No 🞏  Other 🞏  If other, please provide information\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **Staffing**   1. 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 | 20 sessions per week | | What is your average number of Limited orthotic practitioners (LOP) sessions per week? | 14 sessions per week but employed by T&O | | How many full time equivalent Orthotists work in your trust? | 2.2 when recruited | | How many Administration staff do you employ to work within the Orthotics Service? | 6 –but three of these are also Clinical Support Workers |  1. Does the orthotics manager have a clinical background?   Yes 🞏  No 🞏  If yes, what is their background:  Orthotist 🞏  Podiatrist 🞏  Physiotherapist 🞏  Occupational therapist 🞏  Other (please state) \_The overall lead is the Therapy Lead (Physiotherapy) but there are operational leads from an Orthotist and Podiaatry background   1. 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 | 2 posts to go to advert but be trained through apprenticeship | Currently 2.0 Band 4’s about to train | | Band 6 |  | 1 awaiting recruitment | | Band 7 | 1 post -Podiatrist |  | | Band 8a |  |  | | Band 8b |  | 1 awaiting recruitment |   **- Continued on next page -**   1. 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?   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 Yes 🞏  Cerebral palsy No 🞏 | General all |  | | Orthotic management of Yes 🞏  spina bifida No 🞏 |  |  | | Orthotic management of Yes 🞏  hereditary sensory motor No 🞏  neuropathy |  |  | | Orthotic management of Yes 🞏  the spine No 🞏 | General all |  | | Gait analysis Yes 🞏  No 🞏 | Podiatrists –bio-mechanical |  | | Orthotic management of Yes 🞏  Diabetes No 🞏 | General all |  | | Other please state: |  | Training will depend upon IPR with the individual - review and organisation needs and which clinics they are expected to cover | |  |  |  |  1. Do your orthotists have protected continued professional development (CPD) time?   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) The in house service had this training built in with one complete service review day for all parties plus one hour a month –but at present during recruitment when the service is covered by locums this does not occur   1. Do you have any orthotist vacancies at the moment?   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?** | | Band 8b | June 2016 | In process of recruitment | |  |  |  | |  |  |  | |  |  |  | |  |  |  |  1. Are you currently employing locum/agency orthotists to cover any aspect of your orthotics service?   Yes 🞏  No 🞏   1. Have you employed locum/agency orthotists at any time over the last 5 years?   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 |  |  |  |   Please refer to note at the end of this document  **Complaints**   1. 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 | 0 | 0 | | 2012 - 13 | 0 | 0 | | 2013 - 14 | 3 | 10 | | 2014 - 15 | 3 | 8 | | 2015 - 16 | 3 | 6 |   Please note the formal complaints were from the same patients complaining about their supply entitlement   1. 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 | 0 | | 2015 - 16 | 0 |   **Outcome measures and key performance indicators**   1. Does your service monitor patient satisfaction?   Yes 🞏  No 🞏  If yes please state how this is done - Patient Metrics undertaken on a monthly basis and/patient comment cards/and friends and family test   1. Does your service use outcome measures for the orthotic interventions you issue to patients?   Yes 🞏  No 🞏  If yes please provide further information:   |  | | --- | | **Outcome measure used (please list):** | |  | |  | |  | |  | |  | |  | |  | |  |  1. 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 🞏  No 🞏 | 18 weeks pathway RTT | | Manufacturer Lead times | Yes 🞏  No 🞏 | This is dependent on the product but is usually 3 – 5 days | | Failed first fits | Yes 🞏  No 🞏 |  | | In patient waiting times | Yes 🞏  No 🞏 | Within 2 working days | | Urgent waiting times | Yes 🞏  No 🞏 | Within 2 weeks | | Other please state |  |  |  1. Does your service accept direct GP referrals?   Yes 🞏  No 🞏   1. 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 🞏  We follow NOMAG guidelines  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 🞏  No 🞏 |  | | Paediatric AFOs per limb | Yes 🞏  No 🞏 |  | | Adult AFOs per limb | Yes 🞏  No 🞏 |  | | Paediatric SMOs | Yes 🞏  No 🞏 |  | | Adult SMOs | Yes 🞏  No 🞏 |  | | Adult orthopaedic footwear | Yes 🞏  No 🞏 |  | | Adult diabetic footwear | Yes 🞏  No 🞏 |  | | Paediatric footwear | Yes 🞏  No 🞏 |  | | Over splint footwear | Yes 🞏  No 🞏 |  | | Adult footwear adaptations | Yes 🞏  No 🞏 |  | | Paediatric footwear adaptations | Yes 🞏  No 🞏 |  | | Adult insoles | Yes 🞏  No 🞏 |  | | Paediatrics insoles | Yes 🞏  No 🞏 |  |   The following relates to questions 4, 5, 6 and 23  Where stated, the Trust does hold this information. However, we are withholding this information under Section 43 (commercial interests) of the Freedom of Information Act: The Information is exempt information if its disclosure under this Act would, or would be likely to, prejudice the commercial interests of any person (including the public authority holding it).  We consider that disclosure of this information would prejudice the Trust’s commercial interests. Our current service provision is regularly made up of locums who are linked to various different supply companies. Providing information on volume of orders, budget, financial performance, number or costs of locums/agency staff could provide information to potential suppliers which would be to their competitive advantage.  In arriving at the above decision, we have also considered the public interest test. On this occasion, our analysis is that the public interest in maintaining the exemption is greater than the public interest in disclosing the information. The Trust acknowledges the public interest in promoting transparency about the expenditure of public money and the Trust’s accountability for conduct of its financial affairs. However, the Trust considers that the public interest is served by ensuring that contracting companies are not provided with information which may give them a competitive advantage. |