

FOI Request

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

University Hospitals Bristol NHS Trust – Adult and Paediatric Orthotic Service Combined

Finance

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

Contracted Service

2. If your service is run by a contractor:

	Reply
<i>Please name them</i>	Adult Orthotics - Blatchford Group Paediatric Orthotics - Dacey Ltd
<i>When did the current agreement start?</i>	June 2016
<i>What is the total value of the contract?</i>	This is commercially sensitive information and will not be shared at an organisational level. Section 43 of the FOI Act provides that information is exempt if its disclosure would, or would be likely to prejudice the commercial interests of any person. Therefore; we are withholding this information at this time
<i>Is the tender covering both service and product? Please state what it covers</i>	Both service and contract

3. How is your orthotics service commissioned?

Blatchford Grou - Block contract
Dacey Ltd - Local Tarriff

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

This is commercially sensitive information and will not be shared at an organisational level. **Section 43** of the FOI Act provides that information is exempt if its disclosure would, or would be likely to prejudice the commercial interests of any person. Therefore; we are withholding this information at this time.

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

This information would take too long to collate.

	Number of orders placed over the last 12 months	Average Lead Time from order to delivery
<i>Stock paediatric Footwear</i>		
<i>Modular adult Orthotic Footwear</i>	As the Trust does not hold the data in a format that would enable us to fully respond to your request to the level of detail required and a manual trawl for this information would significantly exceed the 18 hours limit set down by the FOI as the reasonable limit. Section 12 of the FOIA provides that we are not obliged to spend in excess of 18 hours in any sixty day period locating, retrieving and identifying information in order to deal with a request for information and therefore we are withholding this information at this time	
<i>Bespoke Orthotic Footwear</i>		
<i>Orthotic Footwear repairs</i>		
<i>Moulded EVA Insoles</i>		
<i>Plastic Heel cups</i>		
<i>Carbon Fibre Insoles</i>		
<i>Bespoke AFOs</i>		

5. Can you give the breakdown of your financial performance versus budget for your Orthotic PRODUCT annually for the last 5 years? Unwilling to provide – commercially sensitive information

Financial year	Financial Performance	Budget
2011 to 12	£	£
2012 to 13	£	£
2013 to 14	£	£
2014 to 15	£	£
2015 to 16	£	£

This is commercially sensitive information and will not be shared at an organisational level. **Section 43** of the FOI Act provides that information is exempt if its disclosure would, or would be likely to prejudice the commercial interests of any person. Therefore; we are withholding this information at this time

6. Can you give a breakdown of your financial performance versus budget for your orthotic service excluding all NON-PAY items. Unwilling to provide – commercially sensitive information

Financial year	Financial Performance	Budget
2011 to 12	£	£
2012 to 13	£	£
2013 to 14	£	£
2014 to 15	£	£
2015 to 16	£	£

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Service Provision

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

This data does not include our inpatient workload.

Financial Year	Total number of appointments made by your orthotics service	How many of these appointments were for paediatric patients?
2011 - 12	We do not hold this information	All paediatric
2012 - 13	We do not hold this information	All paediatric
2013 - 14	3215	641
2014 - 15	3485	861
2015 - 16	3718	996

8. 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	We do not hold this information as the Trust does not record how many patients would have been 'seen'. We can provide how many referrals we have received each year but this would not be an accurate reflection as some patients may be referred more than once in a 12 month period, they may be referred by never come in for their appointment, and they may have been referred in one financial year but not seen until the following year; therefore we are unable to answer at this time.
2012 - 13	
2013 - 14	
2014 - 15	
2015 - 16	

9. 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. Please see above response.
2012 - 13	
2013 - 14	
2014 - 15	
2015 - 16	

10. 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	We do not hold this information
2013 - 14	Adults – 11.9% Children's – 17.89%
2014 - 15	Adults – 8.8% Children's – 12.18%
2015 - 16	Adults 10.2% Children's – 13.75%

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

Only the Adult Orthotics Service.

12. Regarding your current Orthotic Service Waiting times –

Please note the information below only refers to the Trust’s Adult Orthotics Service.

	Reply
<i>What is your average waiting time from referral to assessment for a routine adult appointment?</i>	Within 6 weeks
<i>What is your average waiting time from referral to assessment for an urgent adult appointment?</i>	7 days
<i>What is your average waiting time from referral to assessment for a routine paediatric appointment?</i>	2-3 weeks
<i>What is your average waiting time from referral to assessment for an urgent paediatric appointment?</i>	< 5 working days
<i>What is your average waiting time from assessment to supply of paediatric AFOs</i>	< 2 weeks

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

Yes

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
Adults - Diabetes	Orthotist, Podiatrist, Endocrinologist, Vascular, Nurse
Adults - Rheumatology	Orthotist, Podiatrist, Rheumatologist, Nurse
Paediatric Orthopaedic/Scoliosis/SDR	Consultant, Orthotist, physiotherapist,

14. 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	No	
2D Video vector analysis	No	
Video analysis	Yes – in Children’s	Approx. 10 times
Other gait analysis facilities	No	

15. Are children seen in separate paediatric clinics?

Yes

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Staffing

16. 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	10 sessions per week
What is your average number of Limited orthotic practitioners (LOP) sessions per week?	0 sessions per week
How many full time equivalent Orthotists work in your trust?	Adults – None Children’s - 1 wte subcontracted from 3 rd party company
How many Administration staff do you employ to work within the Orthotics Service?	None

17. Does the orthotics manager have a clinical background?

Yes

If yes, what is their background:

Physiotherapist

Other (please state) _____

18. Please give details of the skill mix of orthotists currently within your orthotics service: N/A – Clinical specialist Orthotist not on AFC contract

Orthotist Band/salary	Orthotist title (Junior/Orthotist/Senior/Principal/manager)	Number employed (WTE)
Band 5		
Band 6		
Band 7		
Band 8a		
Band 8b	Clinical Service Manager	Adults – 1 wte Children’s - 0.75 wte

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19. 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

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	Adults – 2 Children's - 1wte	Adults – 2 Children's - 1
Orthotic management of spina bifida	Yes	Adults – 2 Children's - 1wte	Adults – 2 Children's - 1
Orthotic management of hereditary sensory motor neuropathy	Yes	Adults – 2 Children's - 1wte	Adults – 2 Children's - 1
Orthotic management of the spine	Yes	Adults – 2 Children's - 1wte	Adults – 2 Children's - 1
Gait analysis	Yes	Adults – 2 Children's - 1wte	Adults – 2 Children's - 1
Orthotic management of Diabetes	N/A	Adults – 2 Children's – Not applicable	Adults – 2 Children's – Not Applicable
Other please state:		Adults – Management of Rheumatology	

20. Do your orthotists have protected continued professional development (CPD) time?

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) _____

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21. Do you have any orthotist vacancies at the moment?

No – this is a contracted service and staff are not employed by the Trust

If yes, please provide details below:

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

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

No

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

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	We do not hold this information	We do not hold this information	We do not hold this information
2012 - 13	We do not hold this information	We do not hold this information	We do not hold this information
2013 - 14	We do not hold this information	£ 5,620.00	£ 110.20
2014 - 15	We do not hold this information	£ 5,480.00	£ 144.21
2015 - 16	0	0	0

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Complaints

24. How many formal and informal complaints have you received regarding your Orthotic Service in the last 5 years? Completed to the best knowledge/records of the Service Manager.

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

25. 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	Data unavailable
2012 - 13	1
2013 - 14	8
2014 - 15	4
2015 - 16	3

Outcome measures and key performance indicators

26. Does your service monitor patient satisfaction?

If yes please state how this is done

Adults – Yes. We are currently undertaking a patient satisfaction survey.

Children's – No.

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

No

If yes please provide further information:

Outcome measure used (please list):

28. 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	Adults – Within 6 weeks Children’s – <2 weeks
Manufacturer Lead times	Yes	Adults – Varies with Orthoses Children’s < 2 weeks
Failed first fits	Yes	% of orders
In patient waiting times	No	Adults – Within 24hrs Children’s – Usually less than 24hrs
Urgent waiting times	Yes	Adults – Within 48hrs % of attendees Children’s - < 5 days
Other please state		

29. Does your service accept direct GP referrals?

Adults – No
Children’s - Yes

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30. 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

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

Please note the following data refers to the Trust's Adult Orthotics service only.

Orthoses	Do you have an orthotic service patient entitlement allowance?	Entitlement
Spinal orthoses	Yes	2
Paediatric AFOs per limb	No	No
Adult AFOs per limb	Yes	1
Paediatric SMOs	No	No
Adult SMOs	Yes	1
Adult orthopaedic footwear	Yes	2 pairs
Adult diabetic footwear	Yes	2 pairs
Paediatric footwear	No	No
Over splint footwear	Yes	Not prescribed
Adult footwear adaptations	Yes	2 per year
Paediatric footwear adaptations	No	No
Adult insoles	Yes	2 pairs
Paediatrics insoles	No	No

- End of questionnaire -