



East London
NHS Foundation Trust

Information Governance

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30 November 2021

Our reference: FOI DA3787

I am responding to your request for information received 28 April 2021. I am sincerely sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Keshia Harvey
Information Governance Manager

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

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

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention

Chair: Mark Lam

Chief Executive: Paul Calaminus

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Request:

We are writing to you under the Freedom of Information Act 2000 to request the following information from the Orthotics department at Dudley Integrated Health and Care NHS Trust to help with our research. Please could you provide us with information regarding your Orthotics services and products.

- Question 1. 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**

Answer: The Trust provides a product and clinical service.

- Question 2. If your service is run by a 3rd party:**
a. Who is your current provider?

Answer: This service is outsourced to Opcare

- b. When did the current agreement start?**

Answer: 2019

- c. When does the current agreement expire?**

Answer: 2022

- d. What was the total value of the contract?**

Answer: The Trust spends approximately £200k per annum with Opcare.

- e. Is there an allowance for increasing patient numbers and activity each year?**

Answer: Yes

- f. Is the contract a lump sum / block contract or pay / BPR for activity basis?**

Answer: Block

- g. What is the current cost per Orthotist session in your trust?**

Answer: Please see table below:

Orthotic Service			Sessional Rate £
Newham	Foot Health Service	In House	11.96
	Patient Appliance Service	In House	13.49
	Opcare	Contracted	45.87
Tower Hamlets	Foot Health Service	In House	29.76

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Question 3. Do you run your tender in-house or is it outsourced?

Answer: In-house.

Question 4. Which frameworks are you able to buy from currently:
a. For Orthotic Clinical Service
b. For Orthotic stock products
c. For Orthotic bespoke products

Answer: Bespoke Products and Orthotist Services.

Question 5. Are you considering a tender at the moment? (Y/N)

Answer: Yes.

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

Answer: The Trust has reviewed question 6 of your request under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

The information requested is accessible here:

<https://www.elft.nhs.uk/Services?results=true&searchTxt=foot+health>

Question 7. How many sessions do you run per week:
a. Orthotist
b. LOP
c. Footwear technicians

Answer: One day per week Orthotist (two sessions)

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

Answer: The Trust has reviewed question 8 of your request under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the FOI Act states:

Any person making a request for information to a public authority is entitled—

(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to him.

This service is outsourced to Opcare. The Trust therefore does not hold the information requested.

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

Answer: 0.6 w.t.e.

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

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a. April 2018 – March 2019

Answer: a. 4,429

b. April 2019 – March 2020

Answer: 4,746

c. April 2020 – March 2021

Answer: 3,014

Question 11. For orthotic products:

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

Answer: This is outsourced to Opcare.

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

Answer: This service is outsourced to Opcare and external suppliers through Opcare; Chaneco and Bauerfeind.

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**

Answer: The Trust does not hold the annual volumes of prescriptions. The information is not held and therefore not disclosable.

The total spend for April 2017-March 2018 was £387,583.

For the items listed, the lead times are minimum one week, maximum two weeks.