

**Information Governance**

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1<sup>st</sup> November 2019

**Our reference: FOI DA3265**

I am responding to your request for information received on 21<sup>st</sup> October 2019. 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,

Ayomide Adediran  
Information Governance Coordinator

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](http://www.ico.org.uk)

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**Request:**

**FAO the orthotics or Surgical Appliance Service, could you kindly provide the request for information for the period 2018/19, thank you.**

**Question 1. What are the current waiting times to seen for an assessment? (referral to treatment time)**

Answer: 2- 6 weeks.

**Question 2. What was the number of treatments provided? (i.e. if a patient had a pair of footwear and a pair of wrist braces this will equate to two treatments)**

Answer: Two treatments.

**Question 3. What was the consumable spend for these treatments?**

Answer: The Trust has reviewed your question as a request for information under the Freedom of Information Act 2000 and is applying section 43 of the FOI Act. Section 43 exemption applies to commercial interests. As this is a qualified exemption, the public interest in withholding the information should outweigh the public interest in disclosure.

The Trust has applied the public interest test and in this instance believes disclosure of this information may affect its ability to seek competitive tenders in the future and should therefore be withheld. It also believes that given the specialism of some of the companies providing services to the Trust, disclosure may compromise their ability to participate competitively in commercial activity in the future. This would have an adverse effect on the provision of core support services within the Trust and may result either in the loss of specialised companies able to provide cost effective, robust services, or in an increase of prices.

**Question 4. Does you provide services for adults and children?**

Answer: There is occasional provision for children if they require larger (adult sized) orthotics.

**Question 5. How many complaints was received about patient experiences?**

Answer: Zero.

**Question 6. How many thank you letters or cards was received about positive patient experiences?**

Answer: Approximately 5 - 6.

**Question 7. How many new patients were registered?**

Answer: 920.

**Question 8. Are your clinical and non-clinical teams employed by you?**

Answer: Yes.

**Question 9. Do you have a managed service contract that manages the provision of clinical, non-clinical staff and products?**

Answer: Yes.

**Question 10. How many clinic sessions are held each week?**

Answer: 3 – 4 clinics.

**Question 11. If you have a contracted orthotist provision, what is the session fee costs?**

Answer: The Trust has reviewed your question as a request for information under the Freedom of Information Act 2000 and is applying section 43 of the FOI Act. Section 43 exemption applies to commercial interests. As this is a qualified exemption, the public interest in withholding the information should outweigh the public interest in disclosure.

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**Question 12. What is the number of staff working within the service, managerial, general admin, technician, clinician?**

Answer: The Trust has reviewed your question as a request for information under the Freedom of Information Act 2000 and is applying section 43 of the FOI Act. Section 43 exemption applies to commercial interests. As this is a qualified exemption, the public interest in withholding the information should outweigh the public interest in disclosure.

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**Question 13. Do you have orthotic workshops on site for manufacturing and the alteration of products?**

Answer: No.

**Question 14. Do you have a dedicated area where the clinician can carry out a dignified gait analysis?**

Answer: Yes.

Chair: Marie Gabriel

Chief Executive: Dr Navina Evans

**Question 15. Is your service accessible under the Equality Act 2010?**

Answer: Yes.

**Question 16. Do you have an inpatient and/or outpatient service?**

Answer: Outpatient service.

**Question 17. For your inpatient service – do ward based physiotherapist, occupational therapist or podiatrist prescribe and administer orthotic treatments?**

Answer: Yes.

**Question 18. Do you provide a direct access service for GPs and AHPs in the community?**

Answer: Yes.

**Question 19. Do you provide orthotic products to commissioned community providers who receive patients (i.e. the community referrer will assess, prescribe and administer the product)**

Answer: Yes.

**Question 20. Do you provide a postal service for products to clinics, care homes and home addresses?**

Answer: There is a postal service to internal clinics within Community Health Newham, there is occasional courier delivery to housebound service users, however items are not directly sent to Care Homes (instead they would be sent to the work base of the allocated key worker).

**Question 21. How many satellite clinics do you provide orthotic products for ( i.e. satellite clinics managed by commissioned community providers)**

Answer: Zero.

**Question 22. Does your service lead evaluate the prescribed product being used prior to prescribing and administering?**

Answer: Yes.

**Question 23. How many medical devices failures was recorded? (i.e. faulty or broken)**

Answer: Zero in the last ten years.

**Question 24. As a result of medical device failures, of how many caused known harm to patients? (i.e. pressure sores, slips trips and falls)**

Answer: Zero.

**Question 25. Do you provide assisted living products to enhance patient safety, improve dignity and reduce risks of slips, trips and falls?**

Chair: Marie Gabriel

Chief Executive: Dr Navina Evans

Answer: Only orthotics/footwear.

**Question 26. Do you provide discharge packages of care for inpatients with dementia, risk of falls, assisted living including nutrition and hydration?**

Answer: No.

**Question 27. Do you provide medical devices for pelvic health conditions? (i.e. invasive treatments)**

Answer: No.

**Question 28. Do you provide wigs for oncology and dermatology patients?**

Answer: Yes.

**Question 29. If you provide wigs, is this provision in-house or by an externally contracted salon?**

Answer: External contractors.

**Question 30. What information technology system do you record your patients activity and data on?**

Answer: Optimum.

**Question 31. Is your service based within an acute hospital or community setting?**

Answer: Community setting.

**Question 32. How many care pathways are in place for accessing treatment?**

Answer: Numerous – including, referral via GP/AHP/other HCP.

**Question 33. Have you suspended any element of your service due to budget restrictions?**

Answer: No.

**Question 34. Do you have to apply for additional funding for specific and expensive products?**

Answer: No.

**Question 35. Do you provide services at weekends?**

Answer: No.

**Question 36. What is the size of the population for the area you serve?**

Answer: The adult population of Newham borough.

**Question 37. Do you have an annual allowance for patient entitlement per specific product, if yes please advise what they may be?**

Chair: Marie Gabriel

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Answer: Shoe raises x3, surgical footwear x2 pairs.

**Question 38. Do you have any planned changes for your service improvements, if yes please advise what they may be?**

Answer: Yes, an upgrade of the IT system.