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NHS Foundation Trust
Information Governance
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18th August 2026

Our reference: FOI DA6607

We are responding to your request for information received 12th May 2026. We are sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

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

Yours sincerely,

FOI Team

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

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We promise to work together creatively to: learn
'what matters' to everyone, achieve a better quality
of life and continuously improve our services.
We care . We respect . We are inclusive

Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request:

Question 1: 1.1 Does your Podiatry Service provide foot orthotics and/or insoles?

Yes

No

1.2 If yes, which patient groups are eligible for orthotics/insoles? (Please tick all that apply)

Musculoskeletal (MSK) patients

Wound care patient

Preventative care / at risk patients

All podiatry patients

Other (please specify): _____

1.3 If yes, are orthotics/insoles provided free of charge to all patients?

Yes

No

1.4 If no, which patient groups are charged for orthotics/insoles?

Answer: _____

Answer: Please see Appendix one

Question 2: 2.1 Does your Trust have an in house orthotics laboratory for manufacturing insoles/orthotics?

Yes

No

2.2 If no in house laboratory is available, how is orthotic provision delivered?

Fully outsourced

Combination of outsourced and in house provision

Other (please specify): _____

Answer: Please see Appendix one

Question 3: 3.1 Do you use pre formed orthotic shells that are adapted or customised?

Yes

No

3.2 Do you manufacture simple insoles from sheet materials (e.g. laminated or glued)?

Yes

No

3.3 Do you manufacture cast or moulded insoles?

Yes

No

3.4 Do you manufacture orthotics in a different way to those listed above?

Answer: _____

Answer: Please see Appendix one

**Question 4: 4.1 If orthotics/insoles are provided free of charge, how many pairs is a patient entitled to?
(Please specify per episode of care or per year)**



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Answer: _____

4.2 Do you provide additional orthotics/insoles at a charge to the patient?

Yes

No

4.3 If charges apply, please specify:

a) Which patient groups are charged for orthotics/insoles?

Musculoskeletal (MSK) patients

Wound care patients

Preventative care / at risk patients

All podiatry patients

Other (please specify): _____

b) What is the cost per pair (£)?

Answer: _____

Answer: Please see Appendix one

Question 5: If orthotics/insoles are outsourced, who is the external supplier/provider?

Answer: _____

5.2 What is the average cost per orthotic/insole unit to the Trust?

Answer: _____

5.3 The orthotics service or laboratory operates as:

Financial loss

Break even

Financial surplus

Not assessed / unknown

Answer: Please see Appendix one



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