

Subject: Freedom of Information Request – Podiatry Orthotic / Insole Provision

Dear Freedom of Information Team,

This request is made under the Freedom of Information Act 2000.

Please provide the information requested below in relation to podiatry orthotic and/or insole provision within your Trust. Where possible, please respond electronically and indicate answers by ticking the relevant options.

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: _____ NA _____

2. 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): _____

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: _____ No _____

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)

Answer: _1 pair per year of OTC, 1 pair per year customs_

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): _____ We do not charge _____

b) What is the cost per pair (£)?

Answer: _____ Not applicable _____

5.1 If orthotics/insoles are outsourced, who is the external supplier/provider?

Answer: Customs are from Edser, OTC are from multiple suppliers: Algeos, LBG Medical, Healthy step

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

Answer: _____ Approx. £20 OTC and £100 custom _____

5.3 The orthotics service or laboratory operates as:

☐ Financial loss

☐ Break-even

☐ Financial surplus

☒ Not assessed / unknown

If any of the requested information is already publicly available, please provide a link. If responding to this request in full exceeds the FOI cost limit, I would be grateful for advice on how the request may be refined.

Thank you for your assistance.