

Ref FOI17 016
Date 13 February 2017

Dear Sir/Madam

Request for information under the Freedom of Information Act 2000

Please find below/attached the Isle of Wight NHS Trust's response to your request.

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

NHS in house service • ✓

2. If your service is run by a contractor: Not Applicable

3. How is your orthotics service commissioned?

Block contract • ✓

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

Number of orders placed over the last 12 months 2652

Average Lead Time from order to delivery

Stock paediatric Footwear	114 orders	17 days
Modular adult Orthotic Footwear	61 orders	15 days
Bespoke Orthotic Footwear	136 orders	77 days
Orthotic Footwear repairs	87 orders	20 days
Moulded EVA Insoles	109 orders	39 days
Plastic Heel cups	60 orders	16 days
Carbon Fibre Insoles	Cannot be separated from other insoles	
Bespoke AFOs	76 orders	31 days

5. Can you give the breakdown of your financial performance versus budget for your Orthotic **PRODUCT** annually for the last 5 years?

Financial year	Financial Performance Budget
2011 to 12	£ £

2012 to 13	£ +14,703
2013 to 14	£ +11,813
2014 to 15	£ +45,645
2015 to 16	£ +14,466

(NB. Spend includes waiting list initiatives)

6. Can you give a breakdown of your financial performance versus budget for your orthotic service **excluding all NON-PAY** items.

Financial year	Financial Performance Budget
2011 to 12	£
2012 to 13	£ +10,582
2013 to 14	£ +58,973
2014 to 15	£ +7,082
2015 to 16	£ -4,692

(NB: Pay budget is for Orthotics and Prosthetics. Spend includes waiting list initiatives.)

Service Provision

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

Financial Year **Total number of appointments made by your orthotics service**
How many of these appointments were for paediatric patients?

2011 – 12		
2012 – 13	2661	(Paediatric 452)
2013 – 14	2882	(Paediatric 683)
2014 – 15	3187	(Paediatric 650)
2015 – 16	3061	(Paediatric 726)

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	
2012 – 13	2351
2013 – 14	2536
2014 – 15	2711
2015 – 16	2477

(This data is total number of treatment episodes and will include multiple episodes for some patients over the course of a year. Number of actual people is not available in time allotted)

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	
2012 – 13	291
2013 – 14	417
2014 – 15	425
2015 – 16	464

(This data is total number of treatment episodes and will include multiple episodes for some patients over the course of a year. Number of actual people is not available in time allotted)

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		
2012 – 13	191	(7.9%)
2013 – 14	187	(6.5%)
2014 – 15	201	(7.1%)
2015 – 16	150	(5.7%)

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

No • ✓

12. Regarding your current Orthotic Service Waiting times –

Reply

What is your average waiting time from referral to assessment for a routine adult appointment?

46 days

What is your average waiting time from referral to assessment for an urgent adult appointment?

7 days

What is your average waiting time from referral to assessment for a routine paediatric appointment?

17 days

What is your average waiting time from referral to assessment for an urgent paediatric appointment?

7 days

What is your average waiting time from assessment to supply of paediatric AFOs

24 days

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

High Risk Foot clinic – Orthotist and Podiatrist

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

Yes • ✓ New equipment – will be available daily

15. Are children seen in separate paediatric clinics?

No • ✓ Most children seen after school hours each day, incl one evening per week.

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

11 sessions per week

What is your average number of Limited orthotic practitioners (LOP) sessions per week?

4 sessions per week

How many full time equivalent Orthotists work in your trust?

1.5 wte

How many Administration staff do you employ to work within the Orthotics Service?

4 part-time

17. Does the orthotics manager have a clinical background?

Yes · ✓

If yes, what is their background:

Orthotist ✓ ·

18. Please give details of the skill mix of orthotists currently within your orthotics service:

Orthotist

Band/salary

Orthotist title

(Junior/Orthotist/Senior/Principal/manager)

Number employed (WTE)

Band 6 Senior Orthotist/Prosthetist 0.8wte

Band 7 Clinical Lead Orthotist/Prosthetist 0.7wte

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, it is mandatory · ✓

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 · ✓2 (with post grad training)

Orthotic management of spina bifida

Yes · ✓2 (no specific post grad training although other training that has covered spina bifida)

Orthotic management of hereditary sensory motor neuropathy

Yes · ✓2 (with post grad training)

Orthotic management of the spine

Yes · ✓2 (post grad training but spinal management is limited due to lack of spinal surgeon locally)

Gait analysis Yes · ✓2 (training recently updated due to equipment purchase)

Orthotic management of Diabetes

Yes · ✓2 with post-grad training

Other please state:

Use of Dynamic Movement Orthoses

Orthotic management of MSK foot/ankle dysfunction

Orthotic management of paediatric AFO/footwear combinations

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

Yes · ✓

If yes, please indicate the amount of protected CPD per orthotist

6 hours per month · ✓

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

No · ✓

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?

Yes · ✓

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

2012 – 13 Two, 2 months each (Total cost £6933, Average sessional cost £600)

2013 – 14 One 12 months, One 3 months (Total cost £7175, Average sessional cost £625)

2014 – 15 None

2015 – 16 None

Complaints

24. How many formal and informal complaints have you received regarding your Orthotic Service in the last 5 years?

Financial Year	Formal complaints	Informal complaints
2011 - 12		
2012 – 13	0	5
2013 – 14	0	8
2014 – 15	1	3
2015 – 16	0	2

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	
2012 – 13	2 (Financial)
2013 – 14	1 (Environment)
2014 – 15	None
2015 – 16	1 (Environment)

Outcome measures and key performance indicators

26. Does your service monitor patient satisfaction?

Yes • ✓

If yes please state how this is done ___

“We want great care” questionnaire, patient satisfaction surveys

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

Yes • ✓

If yes please provide further information:

Outcome measure used (please list): Pain score/Comfort score

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 • ✓

Adult routine patients seen within 8 weeks

Paediatric routine patients seen within 2 weeks

Manufacturer Lead times

No • ✓

Failed first fits

No • ✓

In patient waiting times

Yes • ✓ Adult inpatients seen within 3 days

Urgent waiting times

Yes • ✓ Adult urgent patients seen within 7 days

Other please state Adult wig patients seen within 2 weeks

29. Does your service accept direct GP referrals?

Yes • ✓

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

No • ✓

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

Orthoses Do you have an orthotic service patient entitlement allowance?

Entitlement

Spinal orthoses

Yes • ✓ One rigid orthosis, 2 fabric corsets at any one time

Paediatric AFOs per limb

Yes • ✓ One pair for walking and one pair for resting if needed.

Adult AFOs per limb

Yes • ✓ Two to allow for repairs if reliant on them

Paediatric SMOs

Yes • ✓ One functional pair

Adult SMOs

No • ✓

Adult orthopaedic footwear

Yes • ✓ Two functional pairs

Adult diabetic footwear

Yes · ✓ Two functional pairs

Paediatric footwear

Yes · One pair unless heavy wearer to allow repairs

Over splint footwear

Yes · ✓ Only if shop bought footwear cannot accommodate

Adult footwear adaptations

Yes · ✓ 3 free in first year, 1 free each subsequent year

Paediatric footwear adaptations

Yes · ✓ As required.

Adult insoles

Yes · ✓ 2 pairs

Paediatrics insoles

Yes · ✓ 2 pairs

The Isle of Wight NHS Trust came into existence on 1 April 2012 and does not hold information prior to this date. If you require information prior to this date, please contact the Department of Health.

Please note that this response does not constitute consent for direct marketing.

The Isle of Wight NHS Trust serves a resident population of 140,000 with a substantial influx of tourists during the summer months. The Trust provides acute, ambulance, community, maternity, mental health services on the Isle of Wight. As the only fully integrated service provider in England with this unique range of services comparisons with other service providers are not always straightforward.

A log of this request will be held on a database by the Trust. All hard copy correspondence relating to this request will be held for one year from the date of this letter, before being confidentially destroyed. A copy of this response will be published on the Trust website.

If you are unhappy about the response you have received, you should write and request the Trust to undertake an internal review of your application. A senior member of staff, not previously involved with your request for information, will undertake this review. If you remain dissatisfied with the response received you may complain to the Information Commissioner at the following address:

Information Commissioner
Wycliffe House
Water Lane

Wilmslow
Cheshire
SK9 5AF

Please do not hesitate to contact this office if you have any further questions.

Yours faithfully

Freedom of Information Team