

Ref: FOI/FOI/ID 3506

Please reply to:
 FOI Administrator
 Trust Management
 Service Centre
 Maidstone Hospital
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 Maidstone
 Kent
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 Email: mtw-tr.foiadmin@nhs.net

22 December 2016

Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Orthotics.

1. Which of the following Orthotic Services does your Trust provide?
2. If your service is run by a 3rd Party –
3. Over the last five financial years, how many orthotics patients were treated?
4. Regarding Orthotic Sessions run over the last 12 months, please provide the number of:
5. Regarding your current Orthotic Service Waiting times:
6. Is your service managed and awarded with any other service i.e. Podiatry, prosthetics?
7. Can you provide annual volumes of prescriptions/orders for the last 12 months -
8. Regarding Orthotic Footwear –
9. Can you give the breakdown of your financial performance vs budget for your Orthotic Service annually for the last 5 years?
10. Are there any planned changes to the structure of your Orthotic Service in the next 12 months? If yes, please specify.
11. Do you have a framework for Orthotic products? If so please provide the file or a hyperlink to the file.
12. Regarding your patient administration / IT System:
13. How many complaints have you received regarding your Orthotic Service in the last 5 years, broken down by year and give a number for your total current open complaints?

1.	YES	NO
NHS run Orthotic Service in secondary care	X	
NHS run Orthotic Service in primary care		
A 3rd party run Orthotic Service in secondary care		
A 3rd party run Orthotic Service in primary care		
Other		

2.	Reply
Please name them	A C Tonks
When did the current agreement start?	pre 2006
If there have been previous agreements with the incumbent supplier, how long in total have they delivered your Orthotic Service?	Unknown
When does your current agreement run until?	New sla being drawn up
Are you considering a tender at the moment?	No
What was the total value of the contract?	£400k c
Is there an allowance for increasing patient numbers and activity each year?	No
Was the contract a lump sum contract or pay for activity basis?	Activity basis
Is the tender covering both service and product?	
What is the current cost per Orthotist session in your trust?	

3.

	New	Follow-Up	Total
2011/12	2262	1728	3990
2012/13	2323	2757	5080
2013/14	2788	3173	5961
2014/15	2966	2780	5746
2015/16	3021	2597	5618

4.	Reply
Average number of Orthotist sessions per week	12
Average number of Limited orthotic practitioners (LOP) sessions per week?	0
Average number of Footwear Technician sessions per week?	0
How many full time equivalent Orthotists work in your trust?	0
How many Administrators from the trust do you employ to work within the Orthotics Service?	1.2
What % of NHS Managers do you employ to cover the Orthotics Service?	very little

5.

	Reply
Your Average waiting time from referral to assessment?	4 - 8weeks
Your Average waiting time from assessment to supply?	4 - 6 weeks

Your Average referral to treatment time?	4- 10 weeks
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6.

	YES	NO
Podiatry		x
Prosthetics		x
Others (please specify)		x

7.

	prescriptions / orders	Lead Time
Stock Orthotic Footwear orders	0	4 - 8 weeks average
Modular Orthotic Footwear orders	622	4 - 8 weeks average
Bespoke Orthotic Footwear orders	770	4 - 8 weeks average
Orthotic Footwear repairs	84	2 - 4 weeks average
Moulded EVA Insoles	731	4 - 8 weeks average
Plastic Heel cups	30	4 weeks average
Carbon Fibre Insoles	14	4 weeks average
Bespoke AFOs	160	4 -6 weeks average

8.

	Reply
Which companies do you currently order Orthotic footwear from or do you make these in house?	Ken Hall, denovo, ortho europe, ardens, bolton brothers, piedro, footmatch and chris hanleys
Which companies do you currently order insoles from or do you make these in house?	A C Tonks, ortho europe, talor made, chris hanley

9.

	Financial Performance	Budget
2011 to 12	230,784	443,532
2012 to 13	170,569	261,247
2013 to 14	168,101	221,566
2014 to 15	192,507	212,137
2015 to 16	227,141	210,889

10. None that we are aware of.

11. No

12.

	Reply
What patient administration IT system do you use for your Orthotic Services? (Appointment booking, patient database etc.)	patient centre
What IT system do you use to manage the general administration in your Orthotic Service? (I.e. Ordering system, stock control, workshop management etc.)	Integra)

13.

	Reply
2011 - 12 =	approx. 5 a month
2012 - 13 =	approx. 3 a month
2013 - 14 =	approx. 0-1 a month
2014 - 15 =	approx. 0-1 a month
2015 - 16 =	approx. 3 in a year
Current open complaints	0