

Finance

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

Contracted service

NHS in house service

Our orthotics service is managed within our paediatric physiotherapy service, but an orthotist is brought in by external provider.

2. If your service is run by a contractor:

| | Reply |
|--|--|
| Please name them | Halo Medical |
| When did the current agreement start? | February 2013 |
| What is the total value of the contract? | Not a contract |
| Is the tender covering both service and product? Please state what it covers | <p>Yes</p> <p>Support for orthotics clinics x 1 orthotist, provision of orthoses, fit of orthoses, alterations to orthoses</p> <p>Also use DMO for lycra</p> <p>Support for specialist lycra clinic 4 times a year</p> <p>Provision of lycra garments for orders in that and physio only clinics (monthly)</p> |

3. How is your orthotics service commissioned?

Block contract

Local Tarrif

Our trust is the commissioner and Halo is the provider.

If you are on a local tarrif how much does your Trust/ Health board get paid per contact?

N/A

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 | Average Lead Time from order to delivery |
|---------------------------------|---|--|
| Stock paediatric Footwear | 0 | n/a |
| Modular adult Orthotic Footwear | 0 | n/a |
| Bespoke Orthotic Footwear | 1 | 4 weeks |
| Orthotic Footwear repairs | 0 | n/a |
| Moulded EVA Insoles | 103 | 4 weeks |
| Plastic Heel cups | 92 | No lead time |
| Carbon Fibre Insoles | 0 | n/a |
| Bespoke AFOs | 205 | 4 weeks |

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

Our orthotics service is not a separately commissioned service and we do not have a contract value for this. We do not set budgets specifically for orthotics, and are unable to report performance against this.

| Financial year | Financial Performance | Budget |
|----------------|-----------------------|--------|
| 2011 to 12 | £ | £ |
| 2012 to 13 | £ | £ |
| 2013 to 14 | £ | £ |
| 2014 to 15 | £ | £ |
| 2015 to 16 | £ | £ |

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

Our orthotics service is not a separately commissioned service and we do not have a contract value for this. We do not set budgets specifically for orthotics, and are unable to report performance against this.

| Financial year | Financial Performance | Budget |
|----------------|-----------------------|--------|
| 2011 to 12 | £ | £ |
| 2012 to 13 | £ | £ |
| 2013 to 14 | £ | £ |
| 2014 to 15 | £ | £ |
| 2015 to 16 | £ | £ |

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 | No data available – service started Feb 2013 | |
| 2012 - 13 | 168 | 168 |
| 2013 - 14 | 1211 | 1211 |
| 2014 - 15 | 1211 | 1211 |
| 2015 - 16 | 1232 | 1232 |

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 | No data available |
| 2012 - 13 | 82 (service started Feb 2013) |
| 2013 - 14 | 582 |
| 2014 - 15 | 577 |
| 2015 - 16 | 598 |

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 | No data available |
| 2012 - 13 | 82 |
| 2013 - 14 | 582 |
| 2014 - 15 | 577 |
| 2015 - 16 | 598 |

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 | No data available |
| 2012 - 13 | 16 |
| 2013 - 14 | 111 |
| 2014 - 15 | 114 |
| 2015 - 16 | 108 |

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

Yes
 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? | Not applicable as we do not offer an adult service |
| What is your average waiting time from referral to assessment for an urgent adult appointment? | Not applicable as we do not offer an adult service |
| What is your average waiting time from referral to assessment for a routine paediatric appointment? | 6 weeks |
| What is your average waiting time from referral to assessment for an urgent paediatric appointment? | Not applicable as we only see routine patients |
| What is your average waiting time from assessment to supply of paediatric AFOs | 4 weeks |

13. Does your orthotics service take part in multidisciplinary joint clinics:

Yes
 No

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 |
|--|---|
| Joint Orthotist/Physio for children on Community Physio caseload | Orthotist Community Children’s Physiotherapist |

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 <input type="checkbox"/> No <input checked="" type="checkbox"/> | |
| 2D Video vector analysis | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> | Approx 12 patients a month in clinic |
| Video analysis | Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> | Approx 20 patients a month |
| Other gait analysis facilities | Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> | |

15. Are children seen in separate paediatric clinics?

Yes (all children) x

Only children with special needs

No

Other

If other, please provide
information _____

Please note that we only provide a paediatric service for orthotics

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 | 4 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? | None |
| How many Administration staff do you employ to work within the Orthotics Service? | No staff are assigned specifically to the Orthotics service : This is managed by children's physiotherapy admin team |

17. Does the orthotics manager have a clinical background?

Yes x

No

For this particular service, the orthotist is not employed by the trust but is brought in from a private company to work within the physiotherapy service. This service is managed by a physiotherapist.

If yes, what is their background:

Orthotist

Podiatrist

Physiotherapist X

Occupational therapist

Other (please state) _____

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 5 | | |
| Band 6 | | |
| Band 7 | Senior Paediatric Orthotist | 1 |
| Band 8a | | |
| Band 8b | | |

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

Yes, they do have training but it is not mandatory X

No, we don't insist on any particular post graduate training

If yes, please state which post graduate training your orthotists have:

Numerous post graduate courses relevant to role specifically Elaine Owen 1 and 2

| | | 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 X No <input type="checkbox"/> | 1 | 1 |
| Orthotic management of spina bifida | Yes X No <input type="checkbox"/> | 1 | 1 |
| Orthotic management of hereditary sensory motor neuropathy | Yes X No <input type="checkbox"/> | 1 | 1 |
| Orthotic management of the spine | Yes <input type="checkbox"/> No X | Do have lycra suit clinic with visiting orthotist from DMO 4 times a year but no rigid bracing | |
| Gait analysis | Yes X No | 1 | 1 |
| Orthotic management of Diabetes | Yes <input type="checkbox"/> No X | | |
| Other please state: | | | |

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

- Yes
No X

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

- None
Less than 1 hour per month
1 hour per month
2 hours per month
3 hours per month
4 hours per month
5 hours per month
6 hours per month
More than 6 hours per month
On an ad hoc basis when the service permits

Other (please state) _____

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

- Yes
No X

If yes, please provide details below:

Table with 3 columns: Vacancy (job title), How long has this position been vacant?, Why has the position not been filled? and 5 empty rows.

22. Are you currently employing locum/agency orthotists to cover any aspect of your orthotics service?

- Yes
No x

23. Have you employed locum/agency orthotists at any time over the last 5 years?

- Yes
No X We are not the employer

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 | | | |
| 2013 - 14 | | | |
| 2014 - 15 | | | |
| 2015 - 16 | | | |

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 | No data available | No data available |
| 2012 - 13 | 0 | 4 |
| 2013 - 14 | 1 | 14 |
| 2014 - 15 | 0 | 5 |
| 2015 - 16 | 1 | 3 |

25. How many orthotic related incidents have been logged on your Trust/health board incident reporting system over the last 5 years?

As our orthotics service is part of our physiotherapy service as not a stand alone service, it is not possible to filter out incidents relating only to orthotics. A search on appropriate keywords did not produce reliable results.

| Financial Year | Number of incidents logged on your Trust/Health board incident reporting system |
|----------------|---|
| 2011 - 12 | |
| 2012 - 13 | |
| 2013 - 14 | |
| 2014 - 15 | |
| 2015 - 16 | |

Outcome measures and key performance indicators

26. Does your service monitor patient satisfaction?

Yes X
No

If yes please state how this is done

All of our services use the Friends and Family Test to record patient satisfaction and PALS services for patients to raise complaints, concerns, compliments or make comment. These are all recorded on Datix or Meridian and reported.

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

Yes x
No

If yes please provide further information:

| Outcome measure used (please list): |
|-------------------------------------|
| Video gait analysis |
| Timed 10 m walk |
| CPIP-UK |
| Chailey levels of sitting (Lycra) |
| Edinburgh Visual Gait Scale |
| Foot posture index |
| |
| |

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 <input type="checkbox"/> No X | N/A |
| Manufacturer Lead times | Yes <input type="checkbox"/> No X | N/A |
| Failed first fits | Yes <input type="checkbox"/> No X | N/A |
| In patient waiting times | Yes <input type="checkbox"/> No X | N/A |
| Urgent waiting times | Yes <input type="checkbox"/> No X | N/A |
| Other please state | | N/A |

29. Does your service accept direct GP referrals?

Yes X

No

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 Yes x

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 <input type="checkbox"/> No X | No allowance |
| Paediatric AFOs per limb | Yes <input type="checkbox"/> No X | |
| Adult AFOs per limb | Yes <input type="checkbox"/> No X | |
| Paediatric SMOs | Yes <input type="checkbox"/> No X | |
| Adult SMOs | Yes <input type="checkbox"/> No X | |
| Adult orthopaedic footwear | Yes <input type="checkbox"/> No X | |
| Adult diabetic footwear | Yes <input type="checkbox"/> No X | |
| Paediatric footwear | Yes <input type="checkbox"/> No X | |
| Over splint footwear | Yes <input type="checkbox"/> No X | |
| Adult footwear adaptations | Yes <input type="checkbox"/> No X | |
| Paediatric footwear adaptations | Yes <input type="checkbox"/> No X | |
| Adult insoles | Yes <input type="checkbox"/> No X | |
| Paediatrics insoles | Yes <input type="checkbox"/> No X | |