



23 August 2018

FREEDOM OF INFORMATION – DECISION NOTICE

Dear Requester

FOI Reference Number: 18435

I refer to your email of 30 July requesting information in respect of wheelchair services

I can confirm on behalf of North Norfolk, South Norfolk, Norwich and West Norfolk CCGs and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) that we do hold some of the information that you have requested.

A response to each element of your request is detailed below:

A) Please list the wheelchair services provided by the CCG, including:

i) The provider

For North Norfolk CCG, South Norfolk and Norwich CCG the service is provided by Norfolk Community Health and Care NHS Trust (“NCHC”)

In respect of West Norfolk CCG this is now also provided by Norfolk Community Health and Care NHS Trust; however, this was previously provided by Bartram Associates Limited until 11 July 2018.

ii) The geographical area covered

Patients registered with GP practices within the geographical area covered by the CCG

North Norfolk CCG - <http://www.northnorfolkccg.nhs.uk/member-practices>

South Norfolk CCG – <http://www.southnorfolkccg.nhs.uk/who-we-are/member-practices>

Norwich CCG - <https://www.norwichccg.nhs.uk/about-us/member-practices>

West Norfolk CCG - <http://www.westnorfolkccg.nhs.uk/about-us/our-members-gp-practices>

iii) Brief description of the provision covered

Service commissioned is in line with the national model wheelchair services specification

<https://www.england.nhs.uk/wp-content/uploads/2017/07/wheelchairs-model-service-specification.pdf>

iv) The need level met (i.e. low, end of life, hospital discharge, etc)

as above service specification

B) For each instance where the answer to 'A i' is anything other than the CCG itself:

i) The date when the related contract began with NCHC on

The current contract for North Norfolk CCG, South Norfolk CCG and Norwich CCG commenced on 1 April 2017

West Norfolk commenced with NCHC July 2018, prior to this Bartram Associates had commenced on 6 June 2017

ii) The annual cost of the contract to the CCG

The service forms part of a block contract from which the individual costs cannot be calculated.

iii) The annual cost of the service at the last point it was provided directly by the CCG

The service has never been directly provided by the CCG

iv) The date when the current contract will expire

31 March 2019

C) For each instance where the answer to 'A i' is the CCG

i) The annual cost to the CCG of the service for each of the following financial years: 2015/16, 2016/17, 2017/18 and 2018/19

N/A

D) The following information about wheelchair service use

i) The current total longest open episode of care for (a) adults and (b) children, in weeks

The only information which is available in respect of this service is contained within the national data set which can be accessed here:

<https://www.england.nhs.uk/publication/wheelchair-services-operational-data-collection-quarter-4-dataset-2017-18-january-march-2018/>

Historical data sets can be located here

<https://www.england.nhs.uk/wheelchair-services/nhse-role/#data>

ii) The average waiting time in weeks for the following financial years: 2015/16, 2016/17, 2017/18 and 2018/19 (up until the date on which this request is received)

The only information which is available in respect of this service is contained within the national data set which can be accessed here:

<https://www.england.nhs.uk/publication/wheelchair-services-operational-data-collection-quarter-4-dataset-2017-18-january-march-2018/>

Historical data sets can be located here

<https://www.england.nhs.uk/wheelchair-services/nhse-role/#data>

iii) The total annual spend on wheelchair services for the following financial years 2015/16, 2016/17, 2017/18 and 2018/19

This is a block contract as detailed at B(ii) above

iv) The total number of complaints relating to wheelchair services received for the following financial years 2015/16, 2016/17, 2017/18 and 2018/19 (and the outcome of complaints if possible)

The only information which is available in respect of this service is contained within the national data set which can be accessed here:

<https://www.england.nhs.uk/publication/wheelchair-services-operational-data-collection-quarter-4-dataset-2017-18-january-march-2018/>

Historical data sets can be located here

<https://www.england.nhs.uk/wheelchair-services/nhse-role/#data>

I hope that this answers your queries with the information we currently hold, but if I can be of any further assistance please do not hesitate to contact me.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to

Arden & GEM CSU
FOI Team, Room 18
Scarsdale
Newbold Road
Chesterfield
S41 7PF

Email agcus.foi.norfolkwaveneyccgs@nhs.net

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided the CCG.

The Information Commissioner can be contacted at: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, telephone 0303 123 1113, email casework@ico.org.uk

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Yours faithfully

Philip Humphreys

FOI Manager, Arden & GEM CSU

**On behalf of
North Norfolk, South Norfolk
Norwich and West Norfolk CCGs**