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31 October 2018

## FREEDOM OF INFORMATION – DECISION NOTICE

Dear Requester

**FOI Reference Number: 18802**

I refer to your email of 23 October requesting information in respect of wheelchair contract Kings Lynn.

I can confirm on behalf of NHS West Norfolk CCG (WNCCG) and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) that we do hold the information that you have requested. A response to each element of your request is detailed below:

### Request

It has been brought to my attention that this service experienced problems with the providers and has been passed to the Norwich service for them to provide the service This has resulted in long waits for clients of the Norwich service to be seen including my husband Earlier this year we were told that we needed to call the service end of September early October for an appointment in November as he was due a new NHS chair then, however on calling I was told the wait had gone up to 8/10 weeks because they were so busy and had to take on I think 2,000 KL patients As a result we have had to wait 3 weeks to be spoken to by a staff member before we even get an appointment, and if the 8 week example is correct it's going to be end of the year or 2019 before he is seen I am asking therefore under the freedom of information act what exactly went wrong with the KL wheelchair provider that meant it had to be terminated and the contract sent across to Bowthorpe road? Did all the resources including money and staff pass across to the Bowthorpe RD service and if not why not, or were the staff in Norwich somehow expected to see all these extra people with no more resources

### Response

**1 - what exactly went wrong with the KL wheelchair provider that meant it had to be terminated and the contract sent across to Bowthorpe road?**

The previous provider went into administration and ceased trading while in the hands of administrators.

**2 - Did all the resources including money and staff pass across to the Bowthorpe RD service and if not why not,**

WNCCG is working with the new provider to identify and fund all costs associated with establishing the service, this is expected to bring additional costs to commissioners until the service is fully mobilised, there is no intention to reduce the level of funding to the service.

**3 - or were the staff in Norwich somehow expected to see all these extra people with no more resources**

The new service has been recruiting additional staff to provide the service in West Norfolk.

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.

Commissioning NHS Services for West Norfolk

Chair: Dr Paul Williams

Accountable Officer: John Webster

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.norfolkwaveneycgs@nhs.net](mailto:agcus.foi.norfolkwaveneycgs@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](mailto:casework@ico.org.uk)

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Yours faithfully

Philip Humphreys

**FOI Manager  
Arden & GEM CSU**

**On behalf of  
NHS West Norfolk CCG**