



Freedom of Information request & West Norfolk CCG response

WN-2015-00193 – Orthotic Service Commissioned by WNCCG

Pertaining to the Orthotic service(s) commissioned by this CCG.

1. A copy of any service specification(s)

This information is held by our local Acute provider.

NHS West Norfolk CCG's local Acute Provider is [The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust](#).

Please refer this query to them.

2. Details of any key performance indicators and/or quality measures that this CCG uses to measure patient satisfaction, quality, efficacy or speed of service

No KPIs or Quality measures are in place for the Orthotics contract. Cost & Volume and Block expenditure is monitored against monthly and annual plan and variances queried. Where clinical issues arise, they are dealt with via the Clinical Forum. Cost & Volume and Block activity and finances are reviewed annually in line with the contract negotiation timetable.

3. Whether the orthotic commissioning takes place via a 'block contract', 'cost and volume' contract or another type of payment mechanism

Please see response to question 2.

4. The date the contract was last tendered / awarded / renewed

1st April 2015

5. The number of face-to-face contacts delivered to Orthotic patients of this CCG in the last five years (broken down by year, or type if possible)

Please see response to question 1.

Also note, CCGs only came into existence since 1st April 2013. Therefore information prior to this date is not held.

6. The estimated number of Orthotic users in the CCG locality

Please see response to question 1.

7. The name and contact information (preferably email address) of the person responsible for commissioning Orthotic care for this CCG.

If you wish to contact anyone within the CCG please use the following contact details:

NHS West Norfolk CCG

Email – contact.wnccg@nhs.net

Tel – 01553 666900

Please state the request in the subject box.

This will then be passed onto the appropriate individual/s for a response.