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St Helens CCG
St Helens Chamber
Chalon Way
Off Salisbury Street
St Helens WA10 1FY

Our Ref: FOI 7700

Date: 23rd August 2018

Dear Sir/ Madam

Re: Freedom of Information Request

Further to your recent Freedom of Information request regarding Wheelchair Services, please see below our response to your request.

Request/ Response:

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

i) The provider

[Bridgewater Community Healthcare NHS Foundation Trust](#)

ii) The geographical area covered

[The service is provided to patients with an identified need, of all ages who are registered with a St Helens GP. Patients are seen from approximately 3 years upwards and from birth if require postural support in seating that cannot be provided by standard children's buggies.](#)

iii) Brief description of the provision covered

[The Wheelchair Service provides assessment of mobility needs and pressure care and postural support in a wheeled device. To be eligible for assessment regarding the provision of a wheelchair, the person must be:](#)

- [A registered and or resident patient of St Helens CCG](#)
- [Due to an identified medical condition require a wheelchair](#)
- [Require the wheelchair for longer than six months or Palliative needs.](#)

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

[Palliative referrals are given priority. There are specific cases that will be considered for prioritisation dependant on individual presenting problems and identified risk. However cases will usually be seen in the order of referral. Referrals will be triaged within 2 working days.](#)

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

[2013](#)

ii) The annual cost of the contract to the CCG

[See section C below](#)

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

[See section C below](#)

Working in partnership with



and



iv) The date when the current contract will expire
[The contract will be reviewed in 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:

- 2015/16 - £543,168
- 2016/17 - £549,143
- 2017/18 - £663,383
- 2018/19 - £664,046

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

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)

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

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)

[NHS St Helens CCG do not hold this information – please redirect your enquiry to Bridgewater Community Healthcare NHS Foundation Trust at \[foi@bridgewater.nhs.uk\]\(mailto:foi@bridgewater.nhs.uk\).](#)

Should you require any further information or clarification regarding this response or do not feel that your request has been answered as you would expect, please contact us to discuss.

We also wish to take this opportunity to inform you that a formal complaints and internal review process is available, which will be managed by a FOI Appeals Officer.

This can be formally requested and must be done within a reasonable period of time (3 calendar months) from the date this response was issued.

Where you are not satisfied with the response to a request for information that falls within the Environmental Information Regulations, you should make a representation for a review to FOI Appeals Officer, sthelensccg.foi@nhs.net within 40 days of receipt of the response.

If you are not satisfied with our review under the Freedom of Information Act or the Environmental Information Regulations, you may apply directly to the Information Commissioners Office (ICO) for a review of your appeal decision. Generally, the ICO cannot make a decision unless you have exhausted our complaints procedure.

The ICO can be contacted at;

ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
www.ico.gov.uk

Should you need any further clarification or assistance, please do not hesitate to contact me quoting the above reference.

Yours sincerely,



Angela Delea
Associate Director – Corporate Governance
NHS St Helens Clinical Commissioning Group