NHS National Orthotic Service Questionnaire

September 2014

Author & Lead: John McLaughlin
Head of Clinical Services
Medway NHS Foundation Trust

Supported and Endorsed by:

NHS Quality Observatory
The Strategic Health Authority
Authorised by:

Better care together

NHS England

Medway NHS Foundation Trust

Working in Partnership with

Quality Observatory

Strategic Health Authority

NHS England

Medway Foundation Trust, Orthotics Department, Windmill Road, Gillingham, Kent, ME7 5NY
01634 830000 Ext 3320/3037
john.mclaughlin@medway.nhs.uk
Mobile: 07919 057158
Index

1. Staffing
2. Clinical
3. Waiting list
4. Budgets & Management
5. Information Technology
6. Suppliers & Procurement
7. Geographical Demographics
8. Referral Types
9. Audits
10. Evidencing Patient Experience
    Key Performance Indicators (KPI’s)
11. Contact Register
12. Any Other Comments
1. Staffing

1. How many sole administration staff do you have?

2. How many Surgical Appliance Officers or Limited Practitioners do you have do you have?

3. How many Orthotist do you have?

4. How many clinical sessions does the service hold each week? a session meaning - one whole morning or afternoon.

5. Does your department have regular staff meetings or briefings, how often and are they effective?

6. What is the general attitude of your staff?

7. Do you think that your staff are happy with their working lives?

8. If you have answered No to question 7, how could this improved?

9. Does your staff have generally good attendance record?

10. If you have answered No to question 9, how do you think this could be improved?

11. Do you hold regular training updates for your staff or other MDT’s?
2. Clinical

1. How many of your staff treat patients? i.e. assess, prescribe and complete S.O.A.P notes etc…?

2. Are your referral forms filled in correctly and are the referrers clear of the aims and objectives for their patients needs?

3. Out of 10, how many referral forms are complete with all required demographics?

4. Are the referrers up to date with the current products on the market?

5. Do you have the authority to change clinical practice?

6. If you have answered No to question 5; if you were able to change clinical practice, what changes would you like to make; why and how?

7. How much authority do you have, clinically?

8. How many types of pathways do you have? Please state, and provide structures of such pathways if possible.

9. Do you have any patient information leaflets that are unique to the service? If so, who created them?

10. Does the service hand out any generic leaflets? If so what are they?

Other Information:
3. Waiting List and Treatment

1 How long is your current waiting list for patients to have their initial appointment?

Adults:

Paeds:

2 What has been the service’s longest wait time to be seen?

Adults:

Paeds:

3 Out of 10, how many patients receive a definitive treatment within one appointment? Definitive meaning; assessed, prescription decided, measuring and an appliance of any description fitted, i.e.: Hip brace, Knee brace and Hosiery etc... Fitted all within one appointment. This includes Wrist splints, Soft collars and Arthro pads.

4 Can you foresee any improvements to wait times in the near or distant future?

5 How do think waiting lists can be improved?

Other Information:
4. Budgets & Management

1. Is the service managed by a clinician or administration service manager?

2. What was the overall number of patients treated in the last financial year?

3. What was the overall consumable cost on clinical products in the last financial last year?

4. Does the service cross charge other internal departments for patient treatments?

5. Do you order equipment for other departments and directorates? i.e. wards Occupational Therapy, Physiotherapy, Podiatry etc…?

6. Do you independently change suppliers without other authorities being involved? i.e. procurement and finance.

7. Does the service lead, clinical or not - have the overall say in what direction the budget would best be spent?

9. What is the service annual budget on consumables?

Other Information:
5. Information Technology

1. Does your department use the Orthotic Patient Administration System (OPAS)?

2. If yes to question 1 - does all of your staff use this system or any other IT program? Please state.

3. Are your appointments generated on computer?

4. How are the patient’s orders placed?

5. Does the service keep S.O.A.P notes electronically or are they hand written in medical notes?

6. Does the service keep any type of hard copy data?

Other Information:
6. Suppliers & Procurement

1. How any suppliers does the service purchase goods from?

2. Are the Orthotist contracted from a company?

3. Are the goods delivered directly to the service or to procurement?

4. What is the percentage of – off the shelve products V’s bespoke products i.e. 60% - 40%?

5. Do you purchase stock items in bulk or do have item on consignment?

Better care together

Other Information:
7. Geographical Demographics

1. What is the current size of the population that the service provides for?

2. What are the age percentages for the following age groups?

   0 – 25 years  26 – 50 years  51 years and over

3. Does the service provide treatments for paediatric patients?

4. What are the age percentages for the following age groups?

   0 – 5 years  6 – 10 years  11 – 16 years

5. In the last five years, what has been the growth rate in activity i.e. has the work load increased by a?

   1/10  1/3  1/4  1/2  2/3  3/4  3/3

Other Information:
8. Referrals

Out of 100% - what are the percentages of the following types of referrals received?

1 Head
2 Spinal
3 Upper limb
4 Hands
5 Hip
6 Knees
7 Foot & Ankle

Other Information:
9. Audits

Does the service conduct any specific type of audit? – please circle below.

Waiting time to be seen upon arrival

YES-NO WEEKLY-MONTHLY-QUARTERLY-SIX MONTHLY-ANNUAL

Infection prevention & control

YES-NO WEEKLY-MONTHLY-QUARTERLY-SIX MONTHLY-ANNUAL

Average treatment times

YES-NO WEEKLY-MONTHLY-QUARTERLY-SIX MONTHLY-ANNUAL

Patient flow i.e. wards discharges due to orthotic intervention

YES-NO WEEKLY-MONTHLY-QUARTERLY-SIX MONTHLY-ANNUAL

Referrer speciality

YES-NO WEEKLY-MONTHLY-QUARTERLY-SIX MONTHLY-ANNUAL

Outpatient Discharge

YES-NO WEEKLY-MONTHLY-QUARTERLY-SIX MONTHLY-ANNUAL

Clinical Incidents

YES-NO WEEKLY-MONTHLY-QUARTERLY-SIX MONTHLY-ANNUAL

Patient Satisfaction

YES-NO WEEKLY-MONTHLY-QUARTERLY-SIX MONTHLY-ANNUAL

Spend i.e. cost per case

YES-NO WEEKLY-MONTHLY-QUARTERLY-SIX MONTHLY-ANNUAL

Other Information:
10. Evidencing Patient Experience
Key Performance Indicators (KPI’s)

Does the service have any KPI’s? If so please describe them below.

1
2
3
4
5
6
7
8

**Better care together**

Other Information:
11 Contact Register

Thank you for completing this survey, if you would like to be contacted with the results of this survey for your information purposes or to use the collated information regarding benchmarking – please complete the fields below for correspondence.

Title
Name
Position
Tel No.
Email

**DEPARTMENT ADDRESS**

**SECTION BELOW MUST BE COMPLETED**

Name of NHS Trust:

Yours Sincerely

Mr J A McLaughlin AChS
Head of Clinical Services
Orthotics, Plaster Theatre and Photography
Medway Foundation Trust
Windmill Road
Gillingham
Kent
ME7 5NY

Tel: 01634 830000 Ext 3320 or 3037
Mobile: 07919 057158
Email: john.mclaughlin@medway.nhs.uk
12. Any Other Comments?

Better care together