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[Norwich.CCG@nhs.net](mailto:Norwich.CCG@nhs.net)

**FOI Response ref 17000**

Dear requester,

I am writing to you on behalf of NHS Norwich Clinical Commissioning Group with a response to the information you have requested pursuant to the Freedom of Information Act (2000). I have been instructed that the CCG would like to respond as follows:

**In relation to wheelchair services commissioned by your CCG:**

- 1. The number of children and young people under 18 who waited over 18 weeks for equipment delivery, for each year since 2012.**

*All information held by Norwich CCG in relation to the following questions is routinely published by NHS England, which can be accessed using the following link:*

*<https://www.england.nhs.uk/publication/?filter-category=wheelchair-services> .*

*Specific performance data can be obtained from Norfolk Community Health and Care NHS Trust (NCHC) which can be contacted at <http://www.norfolkcommunityhealthandcare.nhs.uk/About-us/FOI/>*

- 2. The longest time a child has spent on your service's waiting list for equipment delivery and if possible, the reason for this wait or delay There are no time scales given to this answer, but presuming they want this from 2012?**

*As above this should be able to be provided by NCH&C.*

- 3. The number of adults waiting over 18 weeks for equipment delivery, for each year since 2012.**

*As above*

- 4. The longest time an adult has spent on your service's waiting list for equipment delivery and if possible, the reason for this wait or delay.**

*As above*

*Please note that the CCGs were authorised in April 2013 and therefore no information prior to this date is led by the CCG.*

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  
Scarsdale  
Newbold Road  
Chesterfield  
S41 7PF

Email [agcus.foi.norfolkwaveneycggs@nhs.net](mailto:agcus.foi.norfolkwaveneycggs@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)

In the event that you are unhappy with the way your requests have been handled, you are entitled to make a complaint by contacting:

*Complaints Manager (Commissioning), Lakeside 400, Old Chapel Way, Broadland Business Park, Thorpe St. Andrew, Norwich, NR7 0WG*

**Telephone:** 01603 257093 or 01603 257017

**E-mail:** [angliacsu.customerservices@nhs.net](mailto:angliacsu.customerservices@nhs.net)

Kind regards

Philip

**Philip Humphreys**  
Freedom of Information Manager

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