



17 April 2019

## FREEDOM OF INFORMATION – DECISION NOTICE

Dear Requester

**FOI Reference Number: 000316**

I refer to your email of 21 March requesting information in respect of wheelchair service.

I can confirm on behalf of Great Yarmouth and Waveney, North Norfolk, South Norfolk, Norwich and West Norfolk CCGs and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) that we do hold some of the information that you have requested. A response to each element of your request is detailed below in blue:

- 1. Is your Wheelchair service procured as a separate service, or is it combined with other services such as Community Equipment, Prosthetics etc. If so, which services is it combined with?**

For the five CCGs this is procured as a separate service within a larger contract. The service relates to wheelchair and seating provision only.

- 2. Is your wheelchair service procured as an integrated wheelchair service (i.e. Assessments and approved repair in one contract) or separately as different contracts?**

Integrated – NCHC please contact ECCH and NCHC for approved repairer details - <https://www.ecch.org/> <http://www.norfolkcommunityhealthandcare.nhs.uk/About-us/FOI/foi-request-form.htm>

- 3. Is your provider / providers an NHS organisation or a contracted out non NHS organisation?**

For North Norfolk CCG, Norwich CCG, South Norfolk CCG and West Norfolk CCG the contract holder is an NHS organisation.

For Great Yarmouth and Waveney CCG, the contract holder is a non-NHS organisation.

- 4. What is the name of your current Wheelchair Services provider – or if Approved Repair and Assessments are provided separately, what are the names of the providers for each service?**

For North Norfolk CCG, Norwich CCG, South Norfolk and West Norfolk CCG the service is provided by Norfolk Community Health and Care NHS Trust (NCHC).

For Great Yarmouth and Waveney CCG, the service is provided by East Coast Community Healthcare (ECCH).

**5. Is your wheelchair service exclusive to your CCG?**

See 4 above

**6. If your service is combined with another CCG please provide a list of the CCGs that share this wheelchair service and confirm who is the lead CCG?**

See 4 above, the Co-ordinating Commissioner for the NCHC contract is Norwich CCG and the ECCH contract is solely with Great Yarmouth and Waveney CCG.

**7. When was each part of your wheelchair service (Assessment, Approved Repair, or integrated) last tendered?**

The ECCH contract was subject to a tender in 2018 commencing 1 April 2019.

**8. When does the current contract expire. Please provide details of any potential contract extensions?**

The ECCH contract expires 30 March 2024, with an option to extend the term by 2 years.

The NCHC contract expires 31 March 2024 or 2026 dependant on contract extension.

**9. Please provide the date this Wheelchair service will be next tendered?**

For North Norfolk, South Norfolk, West Norfolk and Norwich CCGs this information is not currently held because this has not yet been decided or agreed.

For Great Yarmouth and Waveney CCG this will be 2023 unless contract extension is awarded.

**About your Wheelchair service**

**9. What is the size of the population covered by your wheelchair service?**

This information is published by NHS Digital and available at the following link:

<https://digital.nhs.uk/data-and-information/data-tools-and-services/data-services/general-practice-data-hub/patients-registered-at-a-gp-practice>

Additionally, see the following links - patients registered with GP practices within the geographical area covered by the CCG

North Norfolk CCG - <http://www.northnorfolkccg.nhs.uk/member-practices>

South Norfolk CCG – <http://www.southnorfolkccg.nhs.uk/who-we-are/member-practices>

Norwich CCG - <https://www.norwichccg.nhs.uk/about-us/member-practices>

West Norfolk CCG - <http://www.westnorfolkccg.nhs.uk/about-us/our-members-gp-practices>

Great Yarmouth and Waveney CCG -

[http://www.greatyarmouthandwaveneyccg.nhs.uk/store/documents/gp\\_practice\\_list\\_may\\_18\\_for\\_websiteii.pdf](http://www.greatyarmouthandwaveneyccg.nhs.uk/store/documents/gp_practice_list_may_18_for_websiteii.pdf)

[http://www.greatyarmouthandwaveneyccg.nhs.uk/store/documents/healtheast\\_patch\\_by\\_ward.pdf](http://www.greatyarmouthandwaveneyccg.nhs.uk/store/documents/healtheast_patch_by_ward.pdf)

**10. How many registered users are served by the Wheelchair Service?**

Information can be obtained on the national data sets contained here for the period for the Quarter from October to December 2018.

<https://www.england.nhs.uk/publication/wheelchair-services-operational-data-collection-quarter-3-dataset-october-december-2018/>

Historical Data sets can be accessed here:

<https://www.england.nhs.uk/wheelchair-services/nhse-role/#data>

**12. What is the contract spend in the last financial year for the integrated Wheelchair service?**

This information is not held in the format sought. The service forms part of a block contract therefore the CCGs cannot disaggregate the information.

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, Room 18  
Scarsdale  
Newbold Road  
Chesterfield  
S41 7PF

Email [agcus.foi.norfolkwaveneyccgs@nhs.net](mailto:agcus.foi.norfolkwaveneyccgs@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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<http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>

Yours faithfully

Philip Humphreys

**FOI Manager, Arden & GEM CSU**

**On behalf of  
Great Yarmouth and Waveney,  
North Norfolk, South Norfolk  
Norwich and West Norfolk CCGs**