

Dear Mr N Douglas

Reference: FOI.17.MERT144

19 December 2017

RE: Freedom of Information Request

Thank you for your request under the *Freedom of Information Act 2000* (the Act). This response is provided on behalf of NHS Merton Clinical Commissioning Group (CCG). Your request along with the CCG's response is detailed below.

Dear NHS Merton Clinical Commissioning Group, Please may I request the following information with regard to NHS Wheelchair Services, to be provided under the Freedom of Information Act.

- 1. Who provides your current Wheelchair Service**
 - a. Is your provider an NHS organisation or a contracted-out, non-NHS organisation?**
 - b. What is the name of your current provider?**
 - c. What is the name of the Wheelchair Service Manager?**
- 2. How your wheelchair services are provided**
 - a. Do you combine your Wheelchair Service with any other service, such as Prosthetics or Community Equipment? If so, please provide a list of the other services.**
 - b. Is your Wheelchair Service exclusive to your CCG?**
 - c. If your service is combined with another please provide a list of the CCGs that share this Wheelchair Service and confirm who is the lead CCG?**
 - d. Is the Repair and Maintenance element of the service "integrated" or contracted out to a 3rd party Approved Repairer?**
 - e. If you have an externally provided Approved Repairer, what is the name of your current provider?**
- 3. About your wheelchair service**
 - a. What is the size of the population covered by your Wheelchair Service?**
 - b. How many registered service users are served by the Wheelchair Service?**
- 4. About the Integrated (Combined service and Repair & Maintenance) contract with your provider**
 - a. What is the contract spend in the last financial year for the Integrated Wheelchair Service?**
 - b. Please state the dates of your last financial year.**
 - c. When was the Integrated Wheelchair Service last tendered?**
 - d. When does the current contract expire please provide details of any potential contract extension?**
 - e. Please provide the date this Wheelchair Service will be next tendered**

5. **About the Repair and Maintenance (R&M) sub-contract with your wheelchair provider (where appropriate)**
- What is the contract spend in the last financial year for the R&M Wheelchair Service?**
 - Please state the dates of your last financial year.**
 - When was the R&M Wheelchair Service last tendered?**
 - When does the current R&M sub-contract expire please provide details of any potential contract extension**
 - Please provide the date that R&M Wheelchair Service sub-contract will be next tendered**

I can confirm that the CCG does not hold this information. The information you seek access to may be held by St Georges University Hospitals NHS Foundation Trust or NHS England (NHSE). You may wish to make a request directly with those public authorities and details on how to do so are available at the following web addresses:

NHSE: <https://www.england.nhs.uk/contact-us/foi/>

St Georges: <https://www.stgeorges.nhs.uk/about/foi/>

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Email
NELCSU.foi@nhs.net

Postal Address
NEL CSU
1 Lower Marsh
Waterloo
London
SE1 7NT

Website Address
www.nelcsu.nhs.uk

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We will record your contact and request details in order to monitor and improve the service we provide and in order to discharge our statutory obligations under the Act. This information will be handled in accordance with the *NHS Confidentiality Code of Practice* and the *Data Protection Act 1998*.

Using Personal Data We Provide

You are required not to use personal data which is provided to you for electronic marketing (telesales, fax, e-mail) to our staff and comply with the *Privacy and Electronic Communications (EC Directive) Regulations 2003*. Provision of such personal data in response to a Freedom of Information or Environmental Information request does not constitute consent from the individual concerned.

The *Data Protection Act* gives individuals rights to prevent processing likely to cause substantial unwarranted damage or unwarranted distress (section 10) and to prevent processing for the purposes of direct marketing (section 11). You should be aware that selling, giving or sharing of personal data could breach the *Data Protection Act*. NEL CSU on behalf of Clinical Commissioning Groups advises staff of their rights.

Review Procedure

If you feel that we have not met the requirements of the *Freedom of Information Act 2000*, you should contact the FOI Team at NELCSU.foi@nhs.net

If you remain dissatisfied, you can ask us to review our decision by making a written request for an internal review. In order to assist with the review, you should include your address, a description of the original request and the reasons why you are dissatisfied. Please send this to:

Email
NELCSU.foi@nhs.net

Postal Address
NEL CSU
1 Lower Marsh
Waterloo
London
SE1 7NT

Website Address
www.nelcsu.nhs.uk

The review will be handled by more senior staff who were not involved in the original decision. Although this will not apply to Section 36 claimed exemptions in accordance with Department of Health Directive, your request will still be reviewed. We aim to complete all internal reviews within 20 working days. If you then wish to appeal you should contact the Information Commissioner for an independent review at the following address:

Telephone
01625 545745

Postal Address
The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Website Address
www.ico.gov.uk

Feedback

Your feedback is welcome to help us improve the service we provide. Please send comments or suggestions to our address.

Yours sincerely

Freedom of Information Team
NEL CSU



