



NEL,
1 Lower Marsh,
London,
SE1 7NT

Email: NELCSU.foi@nhs.net

28 August 2018

Dear Mr Davies

Re: Freedom of Information Request

Reference: FOI.18.SUT090

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

I am emailing to request the following information under the Freedom of Information Act:

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

- i) The provider**
- ii) The geographical area covered**
- iii) Brief description of the provision covered**
- iv) The need level met (i.e. low, end of life, hospital discharge, etc)**

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**
- ii) The annual cost of the contract to the CCG**
- iii) The annual cost of the service at the last point it was provided directly by the CCG**
- iv) The date when the current contract will expire**

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

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)

Questions A – D

NHS Sutton CCG does not hold the information requested for the above questions. The Wheelchair Service is delivered by the following providers. Please contact the providers directly for this information, website links are below:

Specialist wheelchair services

NHS England

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

Community wheelchair services

St George's University Hospitals NHS Foundation Trust

<https://www.stgeorges.nhs.uk/service/community-services/wheelchair-service-and-rehabilitation-engineering/>

St George's University Hospitals NHS Foundation Trust - FOI

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

Sutton and Merton Wheelchair service

<https://www.surreyinformationpoint.org.uk/Services/388>

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NELCSU.foi@nhs.net

Postal address

NEL,
1 Lower Marsh,
London,
SE1 7NT

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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.

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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,
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

