

Hi Gemma,

Another one who can't make it tonight but wanted to input,

Becky

Sent: 25 June 2014 3:49 PM
To: North Staffs Orthotics Campaign
Subject: Re: 30th June event

Hi becky i hope you are well.

I don't mind where orthotic's is as long as there is enough parking and easy access. I also think the waiting room should be big enough to accommodate wheelchairs and also remembering that most patients take a carer along with they.

They should also be answering their's phones because as we all know it is sometimes impossible to get through.

Best wishes Zoe

Sent from my iPhone

On 25 Jun 2014, at 10:07, "North Staffs Orthotics Campaign" <info@nsoc.org.uk> wrote:

Dear Members,

[Meet the Orthotics Commissioner event to have your say!](#)

Following my previous email to gauge interest, I can now confirm that the meeting with Gemma the Orthotics Commissioner on 30th June will be going ahead. Details are as follows:

Monday 30th June
6.30pm-9.00pm
at the Medical Institute, Hartshill Road, Hartshill, ST4 7NY (opposite the Noah's Ark Pub)

It is upstairs in Seminar Rooms 2-5 and there is lift access to this room and a disabled toilet next door. Parking is free and there is plenty of it.

Gemma has put food on and hot drinks for us all. She has asked if anyone has any special dietary needs - do let me know of any if you plan to attend.

Gemma is the person who is responsible for spending the local NHS Orthotics Budget. She will be choosing who gets the Orthotics contract and will decide how the service is provided, who by and where. Crucially she will set the quality standards required in the contract.

When we first set out as a campaign group, five years ago, many people were frustrated that the Orthotics service had stopped offering clinics in Special Schools. If you have/had a child in Special School and have an opinion about whether the special school clinics were valuable or not please try to come along to express your views.

To anyone who can't make it I urge you to let me have your "top requests" for me to put to Gemma on your behalf. Questions you may like to consider are:

- Where do you want to use the Orthotics service: should it be in a hospital? Or would you prefer a unit on an industrial estate, or in town centre or at a health centre?

- Would you prefer to travel to a specialist centre that has all the equipment /workshop OR would you prefer your Orthotist to come to your local community with a more restricted toolbox?
- How long do you think is reasonable to wait.... to be seen? ...to get the Orthotic device? ...to get through on the phone?
- Is it important to you that your physio can come along to your appointments with you?
- Should you have a clinic letter (like you do from other outpatient clinics) or would you rather they spent their time on getting assessment and ordering correct?
- How would you like to communicate with the Orthotics service? phone? email? something else?
- How important to you is parking?

Thanks to all of you who can come along and to anyone who can take part by emailing their thoughts. I look forward to seeing as many of you as possible on 30th. Feel free to come along even if you didn't initially express an interest,

Best wishes and many thanks,

Rebecca Loo

North Staffs Orthotics Campaign

www.nsoc.org.uk

Campaigning to improve NHS Orthotics Services for Stoke and North Staffs