

Hi Gemma,

Some comments to feed into your consultation from someone who can not attend tonight.....see you later.

Becky

Hi Becky

Well Done! What an amazing opportunity.

Sorry I will not be there, but wishing you all well.

My only burning issues at the moment is that when I ask for an appointment one member of staff will say they will let me know whilst another will discuss the availability and we chose the best one available. In the latter case it cuts down on the hassle of them sending out an unsuitable appointment and me having to call to rearrange.

Secondly, but perhaps more importantly, I think that, like the Dentist, there is a critical need for an 'emergency' slot to assess a patient who is experiencing great pain because of an ill-fitting splint/device. Time is of the essence in such cases and I suggest perhaps a half hour session, once/twice a week might work?

I do appreciate communicating via email, as I do with the wheelchair service and other departments and this seems to work really well for us. It does mean that I can deal with issue when Tilly is all 'tucked-up'.

Location, parking, waiting times, physio attendance (as required) as they stand are acceptable to us as I appreciate the strains upon the service.

Hope all goes well

Love and hugs

Jackie

From: North Staffs Orthotics Campaign <info@nsoc.org.uk>

To: 'North Staffs Orthotics Campaign' <info@nsoc.org.uk>

Sent: Wednesday, June 25, 2014 10:07 AM

Subject: 30th June event

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

<http://www.nsoc.org.uk/>

Campaigning to improve NHS Orthotics Services for Stoke and North Staffs