

Model Service Specification

Orthotics Workshop
19 November 2015

Gemma Smith, Senior Commissioning Manager, NSCCG
Leanne Sheppard, Commissioning Manager, NSCCG

Overview

- The model service specification for Orthotics;
 - Has been developed to take into consideration the poor quality of some orthotics services in England and incorporates findings from a review undertaken by the NHS Quality Observatory.
 - Supports the case for action to tackle the rising demand and avoidable inequalities in access and quality of services experienced by children and adults requiring orthotic care in England.
 - Is aligned with the NHS England's' Five Year Forward View, supporting a preventative approach through effective commissioning.
 - Incorporates quality metrics to monitor orthotics services and encourages a move towards more outcome based commissioning and improving equity for patients.

Service Specification Development

- Following an event held in March 2015 to review the findings of the review undertaken by the NHS Quality Observatory, feedback was provided by key stakeholders including;
 - Engaging and Involving Patients and their Families
 - Inclusion of Patient Focussed and Outcome Measures/Key Performance Indicators (KPIs)
 - Direct Access/Option to Self-Refer
 - Defining Criteria for those requiring Routine/Urgent Treatment
 - Encouraging the adoption of Multi-Disciplinary (MDT) working
 - Consideration of implementing Local Tariffs

North Staffordshire and Stoke on Trent CCGs – Redesign of Orthotics

- North Staffordshire CCG and Stoke on Trent CCG in conjunction with The Orthotics Campaign (previously the North Staffs Orthotics Campaign (NSOC)), has completely redesigned the orthotics service locally which sees approximately 5000 adults and children a year.
- Historically, the orthotics service in Northern Staffordshire was provided by two separate organisations which was confusing for patients and carers. There were also long waiting times amongst other concerns and complaints.
- An external review in 2011 identified over 150 recommendations for improvement with the main one being that the service should be delivered by one provider.
- Since then there has been significant service user and carer involvement in the redesign of services and the re-tendering process .
- The newly commissioned service was contracted to one private provider which provides a hub and spoke model of care.

Commissioner Perspective

- The service specification therefore includes a number of outcome and quality measures that were felt to be priorities for patients and carers. These include measures such as:
 - Time to first outpatient appointment;
 - Advanced booking of appointments for fitting whilst patients are in clinic;
 - Clear and standardised orthoses delivery times; bi annual patient satisfaction surveys;
 - Patient reported outcome measures taken from goal attainment scores (measuring before and after for improvement in function, improvement in ability to carry out day to day tasks, patient perception of the difference the orthotic device has made and improvement in gait) and;
 - The availability of clear information and advice in both written and verbal form.

Commissioner Perspective Cont.

- The outcome and quality measures form the basis of a monthly core data set which is listed below and used to monitor the contract and performance of the Provider:
 - % of patients satisfied with the service,
 - Number of patient complaints / compliments received,
 - Service users/carers receive information about their orthoses including leaflets and information on how to care for their orthoses,
 - The proportion of users who report that they have achieved their goals,
 - Percentage of users who report that they are comfortable in their orthoses,
 - Do Not Attend (DNA) Rate,
 - Numbers of clinics cancelled and reasons,
 - Cancellation Rate (by the Provider)

Future Developments

Following the agreement and implementation of the model service specification, Commissioners will be required to monitor the performance of the Provider(s) via the quality and outcome measures. The intention is that this will support;

- Development and setup of a national data collection tool in collaboration with orthotics services and the British Association of Prosthetics and Orthotists (BAPO) in order to develop an ongoing dataset to use in the promotion and analysis of quality improvement in orthotics services .
- The development of new or identify current clear and measureable standards for care delivery in general orthotics, alongside those relevant to specific disease pathways.
- Ongoing reviews of Orthotics services.