

## Questions to Consider

- Days and times of clinics – would a Saturday clinic be popular? What about after school/evening clinics?
- 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?
- How long do you think is reasonable to wait to get the Orthotic device?
- Should follow up appointments for fitting be pre-emptively booked where appropriate?
- How quickly would you expect to be seen with a clinically urgent need?
- Is it important to you that your physio can come along to your appointments with you?
- Should you be copied into clinic letters?
- How would you like to communicate with the Orthotics service? phone? email? something else? Are answerphones acceptable?
- How important to you is parking?
- 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?
- What quality outcomes do you feel should be included within the contract for the successful bidder?
- How can we commission to improve the quality of information provided to service users and/or their carers