

Our Ref: PW/AKB/FOI-09-108

Stafford Education & Enterprise Park
Weston Road
Stafford
ST18 0BF

22nd September 2022

Sent by email

Telephone: 0300 123 1461

Dear

FOI FOI-09-108:
Your request for information under the Freedom of Information Act 2000

Thank you for your request dated the 9th September 2022. We can confirm that Staffordshire and Stoke-on-Trent Integrated Care Board do hold the information that you have requested. Please see our responses in blue below:

Would it be possible to receive the following information regarding your current wheelchair services and approved wheelchair repair services contracts for your ICB please? Understanding ICBs were formally created only recently and that you may not have updated contracts, this could be the collection of current contracts from your constituent CCGs.

1. Who is your WCS provider?

Opcare Limited.

2. Do you carry out a regular customer satisfaction score on your WCS provider? How is it done and scored? What scale is used?

Opcare submit on a monthly basis a quality report which includes patient feedback broken down by very good, good, fair, poor or very poor. This is reviewed by our Quality Lead to ensure customer satisfaction score is high and if patients are rating the service as low what actions are being undertaken to counter this. However, the ICB itself does not currently carry out regular customer satisfaction scores on Opcare. Pre-Pandemic a number of quality visits were undertaken where Commissioner and Quality colleagues have visited sites to gain feedback from patients directly. Now the pandemic is easing intention are to recommence the undertaking of these.

3. What is the current customer satisfaction score for your current WCS provider?

As of the latest submission of July 2022 the score is either Very Good or Good.

Right of Appeal

Should you require any further information or clarification regarding this response please do not hesitate to contact us. If you are dissatisfied with the response, you are entitled to request an internal review which should be formally requested in writing and must be within two calendar months from the date this response was issued.

To request an internal review

You can request an internal review by contacting the Staffordshire and Stoke-on-Trent Integrated Care Board FOI team by emailing the team at StaffsStokeFOI@staffsstoke.icb.nhs.uk or by post to the address at the top of this letter.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the Staffordshire and Stoke-on-Trent Integrated Care Board FOI complaints procedure.

The ICO can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
www.ico.gov.uk

Yours sincerely

Paul Winter
Deputy Director of Corporate Governance,
Compliance & Data Protection/Data Protection Officer