

## **Changes to orthotics services in Staffordshire**

### **What is the NHS Staffordshire and Stoke-on-Trent Integrated Care Board (ICB)?**

Staffordshire and Stoke-on-Trent ICB is responsible for managing the NHS budget and arranging the provision of health care services in the area.

### **Who currently provides orthotics services in Staffordshire?**

Royal Wolverhampton NHS Trust (RWT) and University Hospitals of Derby and Burton NHS Foundation Trust (UHDB) provide orthotics services in east and south Staffordshire. Opcare Limited provide orthotics services in north Staffordshire and Stoke-on-Trent.

### **What are the changes?**

From 1 April 2024, RWT and UHDB will no longer provide services in south and east Staffordshire. These services will be provided by Opcare Limited. You can find out more about Opcare at <https://opcare.co.uk/>.

### **Why is this change taking place?**

The current contract for orthotics services in east and south Staffordshire expires on 31 March 2024. When this happens, the ICB is required to undertake a legal process to identify a future provider and Opcare Limited was the successful applicant.

### **How will this change affect me?**

You will continue to receive the orthotic support you need as you do now, only the provider of the service will change from 1 April 2024.

### **Will the service continue to be delivered in my area?**

Yes. The service will continue as usual. If you currently go to Queens Hospital or Samuel Johnson Community Hospital for your appointments, you will continue to be seen at these venues. If you currently go to Cannock Chase Hospital or New Cross Hospital for your appointments, you will be invited to attend a venue in your area. You will not be expected to travel to an appointment outside of your local area.

### **I live in North Staffordshire/Stoke-on-Trent – does this change affect me?**

No, this change does not affect patients who live in north Staffordshire or Stoke-on-Trent. Opcare Limited will continue to provide orthotics services as they do now.

### **I have an appointment booked - will this change?**

No. If you have an appointment booked before 1 April 2024, this will still go ahead as planned and you do not have to do anything. Appointments booked after 1 April 2024 will be with Opcare, who will contact you to confirm your appointment date, time and venue.

### **What if something is wrong with my orthosis/orthoses now or in the future?**

Please do not worry. You will continue to receive support as usual up to 31 March 2024 and then your care will transfer to Opcare. If an urgent orthosis repair or adjustment is needed, please contact your current provider in the usual way. From 1 April 2024, you will be required to call Opcare.

### **What will happen to my personal details and care information (patient record)?**

Your patient record will automatically transfer to Opcare. This process will be done safely and securely and will ensure you continue to receive the support you need without any unnecessary delays. Only people that will be directly involved in your future care will be able to view this. Your orthotic support will continue as normal.

### **What if I don't want my patient record transferred?**

If you do not wish your patient record to be transferred to Opcare, then notify your current provider straight away as detailed below.

### **If you receive orthotic support from Royal Wolverhampton NHS Trust:**

Please write to Matthew Craven, Division 3, Royal Wolverhampton NHS Trust, Hollybush House, New Cross Hospital, WV10 0QP or alternatively email [matthew.craven4@nhs.net](mailto:matthew.craven4@nhs.net).

### **If you receive your orthotic support from University Hospitals Derby and Burton NHS Foundation Trust (via Steeper Group Ltd)**

Please write to Dr Steve Attfield, Specialist Rehabilitation, FNCH, London Road, Derby, DE1 2QY or alternatively email [steveattfield@nhs.net](mailto:steveattfield@nhs.net).

If you confirm that you do not want your details to be transferred, but still require support from the service, you or your healthcare professional will need to make a new referral to Opcare on or after 1 April 2024. Please be aware that this will mean a new assessment appointment will be required and is likely to lead to a delay in the orthotic support you need, or in you having to find an alternative repair service until the assessment is completed.

### **I haven't received an appointment date from Opcare?**

Opcare will write to all patients who are waiting an appointment date from 1 April 2024. This letter will confirm your appointment date, time and location.

### **What do I need to do next?**

You do not need to do anything. If you are happy to have your records transferred over to the new provider, Opcare, this will be done automatically from 1 April 2024 and they will then contact you for your future care.

### **I need help understanding these changes. What should I do?**

If you have queries or concerns, please contact the Staffordshire and Stoke-on-Trent ICB Patient Advice and Liaison Service (PALS) by emailing [patientservices@staffsstoke.icb.nhs.uk](mailto:patientservices@staffsstoke.icb.nhs.uk) or calling freephone 0808 196 8861. PALS is open from 9am until 4pm, Monday to Friday, excluding bank holidays.