

Freedom of Information Request: Our Reference FOI20-04-001

Thank you for your request for information received on **09 April 2020**, regarding **wheelchair services in Wales**. Whilst we have been able to provide a response to part of your request, there were some questions for which we could not provide a response. We would in these instances direct you to the providers for further information. To this end, we have provided the names of the three services lead at the close of this letter. Where we have not been able to provide a response, we have responded with N/A (not applicable).

Please find the response from Welsh Health Specialised Services Committee (WHSSC) set out below in a question and answer format.

You asked:

- 1) Do you operate an in-house service for wheelchair equipment or is it outsourced?

A) WHSSC commissions three NHS organisations to provide wheelchair services – Cardiff and Vale University Health Board, Swansea University Health Board, and Betsi Cadwaladr University Health Board.

If you are an outsourced service, then thank you for your time and I have no further questions.

- 2) If you are in house service who is your current wheelchair service software provider?

A) The three providers use a system created in-house called BEST which is centrally managed by the Cardiff and Vale University Health Board service

- 3) Is it an external or internally hosted solution?

A) Internally.

- 4) How many staff are within your service? i.e Clinicians, assessors, rehab engineers & Admins

A) The services themselves would need to answer this question.

- 5) Do you operate over multiple depots or just one?

A) The three centres each have their own depots.

6) Do you service your wheelchairs in-house or is it outsourced?

A) A combination – in-house in Cardiff and Vale University Health Board and Swansea, outsourced in Betsi Cadwaladr University Health Board.

7) If it's outsourced who is your supplier?

A) Ross Care.

8) Did you tender for your current system or was it procured through a framework?

A) It is an in-house system so not tendered for or procured through a framework.

9) If tendered, when did you last tender for your current contract?

N/A

10) As a result of a tender / procurement exercise did you change providers?

N/A

11) How long is the contract over and does it include extension periods?

N/A

12) What date did your current contract start?

N/A

13) Please provide the financial value of the contract in the last 12 months

N/A

14) Was hardware included in your contract?

N/A

The three service leads are as follows:

Stephen Jones in Betsi Cadwaladr University Health Board
Paul Rogers in Cardiff and Vale University Health Board

Lorna Tasker in Swansea Bay University Health Board.

I trust that this response provides the information that you require. Under the terms of the organisation's Freedom of Information policy, individuals seeking access to recorded information held by the Welsh Health Specialised Services Committee are entitled to request an internal review of the handling of their requests. If you would like to complain about the handling of your request, please contact me by email at:

WHSSC.GeneralEnquiries@wales.nhs.uk, or via the host organisation, Cwm Taf Morgannwg University Health Board (CTMUHB). If, after Internal Review, you remain dissatisfied, you may wish to refer the matter to the Information Commissioner's Office (ICO) who can be contacted at:

Information Commissioner's Office - Wales
2nd Floor, Churchill House,
Churchill Way,
Cardiff,
CF10 2HH

Telephone: 0330 414 6421
Fax: 029 2067 8399
Email: wales@ico.gsi.gov.uk

You should note, however, that the Information Commissioner would normally expect you to have exhausted our internal complaints procedures before dealing with such an application. Further guidance may be found on the ICO website:

<http://www.informationcommissioner.gov.uk>.

The Information Commissioner recommends that all public authorities should publish a disclosure log. Such logs allow the public and other interested parties to see questions which have already been asked and answered and to quickly identify information of interest. Please note that responses are routinely published and made available via the website.