

**WRITTEN QUESTION TO THE MINISTER FOR HEALTH AND SOCIAL SERVICES  
BY DEPUTY I. GARDINR OF ST. HELIER  
QUESTION SUBMITTED ON MONDAY 6<sup>TH</sup> DECEMBER 2021  
ANSWER TO BE TABLED ON MONDAY 13<sup>TH</sup> DECEMBER 2021**

**Question**

Will the Minister state the following for each year between 2015 and 2020 –

- (a) the number of pairs of orthotics supplied at the hospital;
- (b) the total cost per year of orthotics;
- (c) the average number, per year, of replacement orthotics issued due to reasons of wear and tear;
- (d) the average number, per year, of replacement orthotics issued due to a change to the original prescription;
- (e) the total cost per year of Consultants' fees to provide a professional orthotics service;
- (f) the cost per year of travel expenses for Consultants providing this service;
- (g) the average wait time for patients between being prescribed orthotics and receiving them; and
- (h) if the average waiting time is longer than 2 weeks, will the Minister explain why?

**Answer**

We provide a whole range of orthotics, which includes insoles, children's walking aids, adapted footwear, and callipers, diabetic made to measure footwear/off-loading insoles, hernia supports, spinal jackets, compression garments and knee/ankle braces.

From 2015 to March 2020 the Orthotic Service was provided by South Coast Orthotics.

\* From April 2020 the Orthotic Service is temporarily being provided by Steeper Orthotics, until the new contract is in place, which will then go out to tender.

- (a) 2015 – 1153  
2016 – 1039  
2017 – 1041  
2018 – 1026  
2019 – 1025  
2020 – 236 (01/01/2020 – 31/03/2020) Orthotist retired / Contract ended  
\*2020 – 335 (01/07/2020 – 31/12/2020) No clinics April – June due to Covid
- (b) 2015 - £59,306.80  
2016 – £56,719.26  
2017 – £53,932.54  
2018 – £66,639.25  
2019 – £57,777.27  
2020 – £15,506.97 (01/01/2020 – 31/03/2020) Orthotist retired / Contract ended  
\*2020 – £46,730.06 (01/07/2020 – 31/12/2020) No clinics April – June due to Covid
- (c) It is difficult to give an average number. Children's orthotics could be replaced 3-4 times per year due to growth, wear & tear. Adults have a yearly entitlement of 2 sets of orthotics per year, with the option of purchasing more if required. The total number of repeat orthotics was as follows:  
2015 - 447  
2016 – 416  
2017 - 413

2018 - 421  
2019 - 440  
2020 - 253 (lower number due to Covid and cancelled clinics)

(d) Information is not held in this format.

(e) 2015 - £28,880.40  
2016 - £28,880.40  
2017 - £29,169.24  
2018 - £30,044.28  
2019 - £30,344.88  
2020 - £7,586.22 (01/01/2020 - 31/03/2020)  
\*2020 - £16,785.63 (01/07/2020 - 31/12/2020)

(f) The average cost of travel expenses per year (including flight, parking, hotel, taxi is £460 per trip x 18 trips per year) = £8,280

(g) From 2015 - March 2020, the average wait for orthotics was 2 weeks (longer for made to measure footwear: 6-8 weeks)

(h) Bespoke/Made to measure footwear takes 6-8 weeks for the initial rough fit then another couple of weeks until they are completed and are ready for the final fitting.

\*From April 2020 the average waiting time from appointment to receiving orthotics has been 3-6 weeks. This is mainly due to the Covid pandemic and staff shortages at the supplier. The new supplier is also experiencing delays receiving components to make the orthotics, which it says is due to Brexit.