



Reference: FOI-554

**Request:**

I am researching the varying provision of community equipment services (“CES”) throughout the UK.

A community equipment service provides daily living aids such as crutches, commodes, profiling beds, etc. This service might be known under a different name locally, such as a joint equipment store or an equipment loan service. The service may also provide other equipment in addition to daily living aids.

Please could you answer the following questions separately under the Freedom of Information Act:

1. Is an outsourced organisation (or organisations) used to deliver the service? If so, what is their name?
2. Does the service provide other services or equipment in addition to daily living aids? If so, what are they?
3. For how long has the outsourced organisation(s) been providing the service?
4. If your service is shared or commissioned with other authorities, please name the other authorities and state who is the lead/coordinating commissioner?
5. When was the service last tendered?
6. When will the service next be tendered?
7. When does the current contract expire? Please provide details of any potential contract extensions.
8. Is equipment purchased separately, e.g. through a framework agreement rather than via the provider organisation? Please state the names of any agreements if so.
9. How much was spent on the service in the last financial year?
10. What is the size of the population covered by the service?
11. How many registered users does the service have?
12. Re: patient choice. Does the service routinely operate on Saturday or Sunday?
13. Re: patient choice. Does the service routinely operate after 5pm, Monday to Friday?
14. Re: patient satisfaction. Please provide summary results of the latest patient survey?

If a specific question cannot be answered, please state why.

**Response:**

1. No
2. No
3. Not applicable
4. Northumberland Health Trust. Contact details not held by the Authority.

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- 5. Not applicable
- 6. Not applicable
- 7. Not applicable
- 8. YPO and NHS SBS Frameworks
- 9. £1426906
- 10.205985
- 11.28895 clients are registered
- 12.The service routinely operates on Saturday mornings
- 13.No
- 14.

Loan Equipment Monthly Report 2022-2023

	CUSTOMER SURVEYS		
	ISSUED	RETURNED	SATISFACTION SCORE (OUT OF 10)
APRIL	38	2	10.00
MAY	43	43	9.74
JUNE	41	21	9.62
JULY	39	21	9.76
AUGUST	44	28	9.78
SEPTEMBER	40	10	10.00
OCTOBER	40	15	9.13
NOVEMBER	56	13	9.92
DECEMBER	49	16	9.06
JANUARY	42	35	9.85
FEBRUARY			
MARCH			
Total 2022/2023	432	204	9.69

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