

FOI 3647

12th March 2026

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST

Request:

The total number of persons who currently receive orthotic footwear from the Southern Health and Social Care Trust.

The number of individuals currently in receipt of orthotic footwear from the Southern Health and Social Care Trust who are resident in the BT70 and BT71 postcode areas.

Response:

It is not possible to determine the number of persons who currently receive orthotic footwear as this would require a manual review of individual patient files. We currently have over 700 patients between waiting lists / review lists / active lists and appointments allocated to the orthotic appliance service.

This service primarily manages footwear, however, not exclusively as they are a service that provides appliances for any part of the body - we could have spinal braces / splints / hernia supports etc.

We also have no easy way to pull out patients per post code.

The only way to accurately answer this response we believe, would be to go through every open case for the service. Find and open the orthotics notes. Determine if they are in receipt of footwear. Then check the address and postcode. Populate a separate manual spreadsheet and then collate numbers after this.

An estimate of 5 mins per patient ($700 \times 5 = 3500$ min) (> 58 hrs).

As such we cannot provide this as the cost of locating and retrieving the information exceeds the "appropriate limit" as stated in the Freedom of Information (Fees and Appropriate Limit) Regulations 2004. In order to obtain this information from a number of individual patient records would exceed the £450 limit and is therefore cost prohibitive. Under section 12 of the Freedom of Information Act 2000, Public Authorities are not obliged to comply with an information request where to do so would exceed the cost limit. In addition, it would not be appropriate to search through individual patient records for the purposes for responding to a FOI request, there would be no patient expectation that medical records would be used in this way.

Furthermore, under Section 16 of the Freedom of Information Act, we can advise that it would require an extensive manual review of a large volume of individual patient records just to ascertain if information relevant to your request is held. As such, we advise that there is no way to refine this request to bring it within the appropriate limit.

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