

Orthotics Service

An information guide

Introduction

This leaflet is produced for people who have been referred to the orthotics service. It will explain what will happen when you come for your first appointment. We hope you find this information useful. If you require further information prior to your appointment, or you are unable to attend, please telephone the orthotics department where the appointment has been made, as soon as possible (contact details at the end of the leaflet).

What is the Orthotics Service and why have I been referred?

Orthotics is a service that provides devices called orthoses. These are given to help to prevent or correct deformity and/or improve function. This can be as a result of an injury, disorder or due to the way our bodies alter as we get older. Orthoses fall into one of the following groups:

- Shoes and insoles
- Calipers and splints
- Knee braces
- Back supports
- Wrist braces
- Support hosiery
- Collars
- Hip supports
- Shoulder supports
- Ankle supports

What happens at my first appointment?

You will be seen by an orthotist to assess your needs. An orthotist is a clinician qualified to assess and measure for all classes of orthoses. They will use the information received from your referrer (usually a hospital consultant, a therapist, or your General Practitioner (GP) and the information taken from you during your appointment) in order to prescribe the correct orthosis to best meet your individual needs. To examine you properly, you may need to remove some of your clothes.

The prevention of infection is a major priority in all healthcare and everyone has a part to play.

- Please decontaminate your hands frequently for 20 seconds using soap and water or alcohol gel if available
- If you have symptoms of diarrhoea and/or vomiting, cough or other respiratory symptoms, a temperature or any loss of taste or smell please do not visit the hospital or any other care facility and seek advice from 111
- Keep the environment clean and tidy
- Let's work together to keep infections out of our hospitals and care homes.

The orthotist seeing you at your first appointment may be of the opposite gender. If you are uncomfortable with this and would like to be accompanied, please bring a friend or family member to the appointment with you.

If you need us to arrange for another or an additional member of staff to be with you during the examination, please contact the orthotics service, on the number at the end of this leaflet, before your appointment.

It is difficult to know in advance how long patients will need to spend with the clinician, and unforeseen delays may occur.

We will try to keep waiting times to a minimum and give explanations. Your patience is requested during these times.

Will I need to bring anything with me?

If you have been given any orthoses in the past, please bring them with you. Failure to do so may result in a delay in your new orthosis being provided and may mean another appointment will have to be made.

Please wear appropriate clothing and footwear - loose fitting clothing and flat-soled footwear (i.e. trainers etc) - to ensure any assessments can be done efficiently.

Will I have to come back for further appointments?

Some orthoses can be provided on the day and others need to be specially made or ordered for you. You will be told about this at your appointment.

Review appointments

The orthotics department has a patient initiated follow-up policy, which means you can contact us when you feel you need a review appointment. Your orthotist will advise you how often you may need to be reviewed.

If you have any concerns regarding your orthosis please contact the orthotics department directly to seek advice or request a review appointment.

Will I have to pay?

Some orthoses, for example, wigs, fabric supports, and stockings will incur an orthosis prescription charge, just like medicines prescribed by your GP. If you are exempt from prescription charges please bring the proof with you to your appointment. Failure to do so could result in a delay in your new orthosis being provided.

Can I see the same orthotist?

Yes, you have the right to request to be seen by the same orthotist throughout your treatment. Please bear in mind that this may lead to a longer wait for an appointment, as our orthotists have clinics at other venues and the soonest next available appointment may be with a different orthotist.

What am I entitled to?

If the orthotist decides that you may benefit from an orthosis the table below outlines what you are entitled to:

Type of orthosis

Footwear - while every effort is made to supply footwear that is cosmetically acceptable, this is not fashion footwear and must always be suitable for your foot shape and condition, and meet your clinical needs.

Entitlement

Adults - a maximum of two pairs of footwear at any one time

Children - one pair of boots or shoes due to the rate at which children grow

We do not replace shoes and boots every year. They will only be replaced when it is no longer economical to repair them, for growth reasons or if the orthotist decides they are no longer suitable for your condition.

Adaptation of footwear

Patients will provide their own footwear for the following:

- Addition of raises to compensate for a difference in leg length
- Flaring out or wedging of heels to correct foot posture
- Sockets and t-straps for calipers

Entitlement

Adults - a maximum of three pairs of shoes in your first year of treatment and then up to two pairs a year thereafter, which must be kept in good condition. If more are requested, you will be asked to pay for them. Please note if you do not use your annual entitlement you cannot roll it over to the next year's allowance.

Children - one pair (due to the rate at which they grow).

Orthosis

Entitlement

Insoles

Adults: One pair at any one time

Children: One pair

Calipers

Two calipers per affected limb

Ankle foot orthoses (AFOs)

Adults: Two AFOs per affected limb

Children: One AFO per affected limb

Knee braces

One knee brace per affected limb

Wrist supports

One wrist support or a pair if both wrists are affected

Collars

One soft collar

Fabric Supports

One fabric support

Hosiery

Hosiery - two pairs of elastic stockings or tights every six months

Wigs

Oncology patients are exempt from prescription charges for wigs and are entitled to one wig per year. Dermatology patients are entitled to two wigs per year: please note only acrylic wigs will be supplied unless the orthotics department receive written confirmation from your referrer stating that you have been tested and are allergic to acrylic.

Car Parking

There is a charge for parking and the car parks can be very busy, so please allow extra time for your journey to ensure you get to your appointment on time. There is limited availability of disabled parking bays outside the Orthotics department at New Cross Hospital and at the GEM Centre, West Park, and Cannock. Please note if you are late for your appointment it will be at the discretion of your orthotist as to whether your appointment can go ahead, it is likely that your appointment will have to be re-booked.

If you have any concerns

Please contact the Patient Advice and Liaison Service (PALS) on 01902 695362.

How to provide feedback

The orthotics department takes part in the 'Friends and Family Test', feedback forms are available in the reception area for you to provide feedback. You can also provide your feedback to our staff via the contact details below.

Orthotics department Opening Times:

Monday to Friday 8:30am 4:30pm excluding bank holidays

Orthotics department

Orthotics Department A28

New Cross Hospital
Wednesfield Road
Wolverhampton
WV10 0QP

Tel: 01902 694082

Opening Days / Times

The department opening times are 8:30am – 4:30pm

Reception phones are answered between 9:00am – 4:00pm

Email:

rwh-tr.orthoticservice@nhs.net

Orthotics Department (Level 2)

Cannock Chase Hospital
Assessment Unit, Level 2
Brunswick Road
WS11 5XY

Tel: 01543 576626 / 6130

Opening Days / Times

The department opening times are 8:30am – 4:30pm

Reception phones are answered between 9:00am – 4:00pm

English

If you need information in another way like easy read or a different language please let us know.

If you need an interpreter or assistance please let us know.

Lithuanian

Jeigu norėtumėte, kad informacija jums būtų pateikta kitu būdu, pavyzdžiui, supaprastinta forma ar kita kalba, prašome mums apie tai pranešti.

Jeigu jums reikia vertėjo ar kitos pagalbos, prašome mums apie tai pranešti.

Polish

Jeżeli chcieliby Państwo otrzymać te informacje w innej postaci, na przykład w wersji łatwej do czytania lub w innym języku, prosimy powiedzieć nam o tym.

Prosimy poinformować nas również, jeżeli potrzebowaliby Państwo usługi tłumaczenia ustnego lub innej pomocy.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਪੜ੍ਹਨ ਵਿਚ ਆਸਾਨ ਰੂਪ ਜਾਂ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ, ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

ਜੇ ਤੁਹਾਨੂੰ ਦੁਆਸ਼ੀਏ ਦੀ ਜਾਂ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

Romanian

Dacă aveți nevoie de informații în alt format, ca de exemplu caractere ușor de citit sau altă limbă, vă rugăm să ne informați.

Dacă aveți nevoie de un interpret sau de asistență, vă rugăm să ne informați.

Traditional Chinese

如果您需要以其他方式了解信息，如易读或其他语种，请告诉我们。

如果您需要口译人员或帮助，请告诉我们。