

# The Orthotics Service

Information for patients who have been discharged from hospital with an orthosis

## Introduction

This leaflet is produced for people who have been discharged from hospital with an orthosis. We hope you find this information useful.

## What is the Orthotics Service?

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
- footwear adaptations
- spinal braces

## Will I have to come back for further appointments for my orthosis?

If necessary, you will receive an out-patient appointment to make sure everything is okay with the orthosis you have been issued with.

**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.**

If you do not receive a review appointment and are concerned about your orthosis or have any questions, please contact the Orthotics Department for advice or to make an appointment:

**Orthotics Department A28**

New Cross Hospital  
Wednesfield Road  
Wolverhampton  
WV10 0QP  
Tel: 01902 694082

**Orthotics Department (Level 2)**

Cannock Chase Hospital  
Brunswick Road  
Cannock,  
WS11 5XY  
Tel: 01543 576626

Orthotics Department opening times:

Monday to Friday 8:30am - 4:30pm, excluding Bank Holidays

## When should I contact the Orthotics Department?

You should contact the Orthotics Department for advice if your orthosis is causing you any pain, is not fitting you properly, is worn out, for example, red marks, bruising or blisters.

## How long should I wear my orthosis for?

This will depend on your individual requirements and which orthosis you have been prescribed with. You should follow the instructions of your consultant and orthotist with regards to the length of time you should be wearing the orthosis once you have been discharged from hospital.

The table below has been completed for your individual requirements.

Date	Length of time you should wear your orthosis
Week 1	
Week 2	
Week 3	
Week 4	
Week 5	
Special instructions	

## Will I have to pay for any new orthoses as an out-patient?

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 any new orthosis being provided.

# What am I entitled to?

If your orthotist has prescribed you with an orthosis you are entitled to the following:

## 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 the patient's 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 callipers

### 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 at any one time

#### Callipers

- Two callipers per affected limb

#### Ankle foot orthoses (AFOs)

- Children: One AFO per affected limb
- Adults: Two AFOs 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**

- Two pairs of elastic stockings or tights every six months

### **Wigs**

- Oncology patients 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**

If you need to visit the Orthotics Department as an out-patient, please be aware there is a charge for parking. Car parks can be very busy, so please allow extra time for your journey to ensure you get to your appointment on time. 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 orthotics manager Dr N. Eddison on 01902 694082 or via email [n.eddison@nhs.net](mailto:n.eddison@nhs.net), or contact the Patient Advice and Liaison Service (PALS) on 01902 69 5362.

## 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 ਦੁਭਾਸ਼ੀਏ 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。