

# Orthotics Service

An information guide

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

- Wash your hands with soap and warm water and dry thoroughly. Use hand gel, if provided, in care facilities.
- If you have symptoms of diarrhoea and vomiting stay at home and do not visit relatives that are vulnerable in hospital or in residential care. You will spread the illness.
- Keep the environment clean and safe. Let's work together to keep it that way. Prevention is better than cure.

# 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:

## **New Cross Hospital**

(Including all appointments for The Gem Centre, The Diabetes Centre Orthotics Clinic, West Park hospital) 01902 694082

## **Cannock Hospital**

01543 57 6626

# 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. He or she will use the information received from your referrer (usually a hospital consultant, a therapist or your general practitioner) 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 orthotist may be of the opposite sex. 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 beginning 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, but we ask that you are patient 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.

## 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.

If necessary you will receive a further appointment in order to be fitted with your orthosis. If needed, you will also receive a review appointment to make sure everything is all right with the orthosis.

## 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 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 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 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

Insoles

Calipers

Ankle foot orthoses (AFOs)

Knee braces

Wrist supports

Collars

Fabric Supports

Hosiery

Wigs

## Entitlement

Adults: One pair at any one time

Children: One pair

Two calipers per affected limb

Adults: Two AFOs per affected limb

Children: One AFO per affected limb

One knee brace per affected limb

One wrist support or a pair if both wrists are affected

One soft collar

One fabric support

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

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

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 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.

## Orthotic Department Opening Times:

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

## Orthotic Department

### **Orthotics Department A28**

New Cross Hospital  
Wednesfield Road  
Wolverhampton  
WV10 0QP

Tel: 01902 694082

### **Opening Days / Times**

Mon – Fri: 8:30am – 4:30pm

### **Orthotics department (level 2)**

Cannock Chase Hospital  
Brunswick Road  
Cannock  
WS11 5XY

Tel: 01543 576626

### **Opening Days / Times**

Mon – Fri: 8:30am – 4:30pm

## 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。