

Orthotic Footwear Audit 2014

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Introduction

In 2004 a report was published advising that shoes provided by orthotics departments were not worn and just put away in a cupboard. As technology has advanced, the Orthotics Department at Robert Jones and Agnes Hunt (RJAH) Trust wondered whether patients are satisfied and use the footwear provided.

Aims & Objectives

The aim of this footwear audit was to obtain an idea of how patients view their footwear with regards to function and cosmesis.

We were looking for evidence to show patients are satisfied and use the footwear provided. The results would reveal; if patients were given choice, whether patients are satisfied with cosmesis, what period of time the footwear is worn for each day and whether patients find their footwear of benefit.

Sample

The project was conducted at all three sites (RJAH Oswestry, Princess Royal Hospital Telford and Royal Shrewsbury Hospital) and data collection started on 11/02/2014. Patient groups in the footwear audit included; paediatric and adult patients, short and long term users, all medical conditions including orthopaedic, diabetic, rheumatology, medical. The only patient group omitted from the audit was patients that are seen at school clinics. This is because the majority of parents are not in attendance during the school appointment and therefore request repeat footwear and are not choosing between styles and colours each time a new pair of footwear is ordered.

Once the data collection started we ran until we had identified 165 patients who had been supplied with footwear, patients were identified at the point of orthoses supply and their details recorded.

Methodology

Below are the steps taken to undertake the service evaluation:

- 1.) A questionnaire written by University Hospital Nottingham (appendix 1) was used as a base. The questionnaire was developed for patients to give a retrospective evaluation of their footwear.
- 2.) Data was collected from all the Orthotist clinics for outpatient treatment and questionnaires were posted out 3 months after supply of their footwear. It was decided 3 months would give patients adequate time to gradually wear in their footwear.
- 3.) Questionnaires were returned via pre-paid envelopes which were posted along with the questionnaires.
- 4.) Once the questionnaires were returned, data was collected and collated using Microsoft excel.
- 5.) The final report was written by Helen Walker Orthotist.

Results

A total of 165 questionnaires were sent out with a return rate of 59.3%.

87.22% of patients reported that they were given a choice of footwear styles. Out of the patients who were not offered a choice of footwear styles 2% reported that they were informed why this was the case, 3% reported that they were not informed and 4% couldn't remember.

91.14% of patients were offered a choice of colour and 78.40% were offered a choice of fastenings.

89.19% of patients documented that the ordering process was explained to them and 88.20% were informed how long the footwear would take to make.

72.52% of patients were advised how to get their footwear repaired.

84.28% of patients were also supplied with insoles to utilise in conjunction with their footwear.

40.18% of patients currently have one pair of footwear and 49.98% of patients currently have two pairs. Out of the remaining 9.84% of patients; 1% reported having 3 pairs, 1% reported having 4 pairs and 1% reported having 7 pairs of footwear. 3% of patients did not answer this question.

67% of patients reported that they wear their footwear for more than 5 hours a day, with 48% of these patients reporting that they wear their footwear for over 8 hours a day.

The patients who reported that they wore their footwear for less than 8 hours a day were then asked why this was through multiple choice answers. 52.04% of patients answered this question with some patients giving more than one answer;

- 47.05% reported that they only wear their footwear when going out
- 43.13% reported that they do not wear footwear indoors
- 15.68% reported that their footwear did not fit very well
- 3.92% reported that they did not like the look of their footwear
- 1.96% reported that their footwear was too heavy
- 23.52% selected other

89.79% of patients selected a reason from multiple choice answers as to why they had been given footwear with some patients selecting more than one reason;

- 44% reported that they did not fit into shop purchased footwear
- 31% of patients require footwear to accommodate insoles
- 17% of patients had footwear as a preventative measure
- 8% selected other

47.45% of patients reported that they wear their hospital supplied footwear indoors, while 39.20% wear slippers. 17.53% of patients reportedly wear no footwear indoors and 7.22% wear their own footwear indoors (96.93% of patients answered this question with some patients selecting more than one answer).

On a scale of 1 to 10 (1 being impossible and 10 being very easy), the patients were asked to score how easy their footwear is to put on and take off. 88.64% of patients scored 6 and above, while 48.45% of these patients scored 10.

On a scale of 1 to 10 (1 dislike and 10 like), the patients were asked to score how pleased they are with the look of their footwear. 79.38% of patients scored 6 and above, while 39.20% of these patients scored 10.

On a scale of 1 to 10 (1 being dislike and 10 being like), the patients were asked to score how helpful they find their footwear. 85.25% of patients scored 6 and above, while 51.94% of these patients scored 10.

On a scale of 1 to 5 (1 being excellent and 5 being very poor), the patients were asked how pleased they were with the time taken by the orthotist. 83.32% of patients scored above average (score 3) with 50% scoring 1.

Discussion

The results are split into 2 main areas;

1. Patient satisfaction – choice and cosmesis of their footwear.
2. Function – are patients using their footwear and do they find them helpful?

Patients gave very high scores in regards to choice, indicating that they were offered a choice of footwear styles (87.22%), colour (91.14%) and fastening (78.40%). Patients also reported high levels of satisfaction in regards to cosmesis with 39.20% scoring their footwear 10 (the highest score for liking the appearance of their footwear) and a total of 79.38% scoring 6 (average) and above. These are pleasing results for orthotics as cosmesis has long been an issue when providing footwear due to the reasons that the footwear is required, with 44% of patient reporting that they do not fit into high street footwear.

As footwear is made to order and patients require a fitting appointment, it is great to see that 89.19% of patients were informed in regards to the ordering process and 88.20% in regards to the manufacturing times to ensure we maintain patient satisfaction. An area of concern is that 40.18% of patient reported that they only have one pair of footwear. This highlights the importance of ensuring that patients are informed in regards to their patient entitlement both verbally and through written information by giving them a departmental footwear information leaflet. However, the questionnaire does not ask why this is the case so some patients could have a second pair on order, and children are only entitled to one pair.

It is a delight to see that 48% of patients wear their footwear for over 8 hours a day with 51.94% scoring 10 (the highest score) when asked how helpful they find their footwear. 48.45% of patients also scored 10 (the highest score) for how easy their footwear is to put on. 43.13% of patients reported that they do not wear their footwear indoors, with 17.53% of patients reporting that they do not wear any footwear indoors. However, this is not a concern as not all patient groups need to wear their footwear indoors. These scores prove that the footwear provided to patients is used and are not put away in a cupboard.

Conclusion

The footwear audit conducted within Orthotics during 2014 concluded a very high level of patient satisfaction in regards to cosmesis and function, revealing that patients do use the footwear provided.

Recommendations

All patients should be verbally informed and receive a footwear information leaflet at their supply appointment which details their patient entitlement. This is to ensure patients (who are entitled) have two pairs of footwear so that while one pair is sent away for repairs they have another pair to wear.

Action Plan

This improvement plan should be drawn up when all the recommendations have been agreed and should be submitted at the same time as the Report. It is intended to show what will be done and when, and who will be responsible for ensuring that the actions are carried out. It should also include a review date by which time all actions should have been completed and a re-audit date agreed.

Area Requiring Improvement	Actions Required	By Whom	By When
Informing patients of their footwear entitlement	Footwear leaflets to be supplied to patients and all patients verbally informed of their entitlement during their appointment	Orthotists	On going monitoring

Review Method	Review Date	Review Group
Re run the audit in 2 years	Jan 2017	Helen Walker, Jane Dewsbury

Re-audit Date	Project Lead	Group
Jan 2017		

Orthotic Footwear Questionnaire

(Patient Identification Number:)

Question 1: Were you given a choice of footwear styles?

Yes ₁ No ₂ can't remember ₃

Question 2: If not offered a choice was the reason why explained?

Yes ₁ No ₂ can't remember ₃

Question 3: Were you offered a choice of colours?

Yes ₁ No ₂ can't remember ₃

Question 4: Were you offered a choice of fastenings?

Yes ₁ No ₂ can't remember ₃

Question 5: Was the ordering process explained to you?

Yes ₁ No ₂ can't remember ₃

Question 6: Were you told how long it would take to make your footwear?

Yes ₁ No ₂ can't remember ₃

Question 7: Were you advised how to get your footwear repaired?

Yes ₁ No ₂ can't remember ₃

Question 8: Were you given insoles to put inside your shoes?

Yes ₁ No ₂ can't remember ₃

Question 9: How many pairs of shoes do you currently have?

Question 10: How many hours a day do you wear your footwear for?

- | | | |
|--------------|--------------------------|---|
| 0 hours | <input type="checkbox"/> | 1 |
| 1-2 hours | <input type="checkbox"/> | 2 |
| 3-4 hours | <input type="checkbox"/> | 3 |
| 4-5 hours | <input type="checkbox"/> | 4 |
| 5-6 hours | <input type="checkbox"/> | 5 |
| 6-7 hours | <input type="checkbox"/> | 6 |
| Over 8 hours | <input type="checkbox"/> | 7 |

Question 11: If you wore the footwear for less than 8 hours a day what is the reason why?

- | | | |
|-----------------------------------|--------------------------|---|
| Only need them for going outside | <input type="checkbox"/> | 1 |
| Too heavy | <input type="checkbox"/> | 2 |
| Do not wear shoes indoors | <input type="checkbox"/> | 3 |
| Do not like the look of the shoes | <input type="checkbox"/> | 4 |
| Do not fit very well | <input type="checkbox"/> | 5 |
| Footwear is broken | <input type="checkbox"/> | 6 |
| Other | <input type="checkbox"/> | 7 |

Question 12: Why you have been given footwear?

- | | | |
|---|--------------------------|---|
| To accommodate insoles | <input type="checkbox"/> | 1 |
| My foot doesn't fit into shop purchased shoes | <input type="checkbox"/> | 2 |
| Preventative treatment | <input type="checkbox"/> | 3 |
| Can't remember | <input type="checkbox"/> | 4 |
| Other | <input type="checkbox"/> | 5 |

Question 13: What do you wear on your feet indoors?

Shoes supplied by the hospital 1

My own shoes 2

Slippers 3

No footwear 4

Other 5

Question 14: How easy is your footwear to get on and off on a scale of 1-10

(1 is impossible and 10 is very easy)

1 2 3 4 5 6 7 8 9 10

Question 15: How pleased are you with the look of your footwear on a scale of 1-10

(1 is dislike them and 10 is liking them a lot)

1 2 3 4 5 6 7 8 9 10

Question 16: How helpful would you say the shoes are on a scale of 1-10

(1 is no help at all and 10 is very helpful)

1 2 3 4 5 6 7 8 9 10

Question 17: How pleased were you with the time taken by the Orthotist to provide you with shoes.

Excellent	Good	Average	Poor	Very Poor	Don't Know
<input type="checkbox"/>					
1	2	3	4	5	6