

Information for patients

Footwear



Orthotics
RJA H

Footwear

Orthopaedic footwear is prescribed for numerous reasons, these include:

- To provide control and support to the foot and ankle
- To protect diabetic, osteoarthritic and rheumatoid arthritic feet
- To accommodate an irregular shape or size of foot or specialist insole

Your footwear is designed to provide support and comfort and is made to suit your specific needs.

When Should I Wear My Footwear?

Always take time to get used to your footwear, breaking it in gradually. Once they are comfortable they should be worn as much as possible to ensure support and protection.

Feet and Footwear Care

- Inspect your feet regularly for any blisters, abnormal swelling, warmth/redness or cuts. This is especially important if you are diabetic or have reduced sensation.
- Inspect your shoes for any grit, stones, pins or loose objects.
- Clean your shoes regularly, using polish for leathers or protector spray for nubuck/suede.

Repairs

Please keep your footwear in good repair. You can return them to the Orthotics department for repairs e.g. worn soles or fastenings. They can be dropped in or posted. Please ensure you include your name and address with the items and that your footwear is clean. We will contact you when they are ready for collection. This will usually be around two weeks.

What Happens Next?

Once we are sure your footwear is appropriate for you and you have no problems, you can be provided with a second pair. This will allow you to wear one pair whilst the other is being repaired.

Once a pair of shoes is beyond repair, you will be required to bring them into the department to be checked, a replacement pair can be ordered, ensuring you always have two pairs.

Should you have any queries regarding your footwear please do not hesitate to contact us on **01691 404442**

We provide the clinical service for orthotics at The Robert Jones and Agnes Hunt Orthopaedic Hospital, Oswestry, The Royal Shrewsbury Hospital and The Princess Royal Hospital, Telford. Please find the relevant contact details below.

Please only contact the department where you are due to have an appointment or have already been seen, other sites will not be able to deal with your enquiry and you will be asked to ring the appropriate hospital.

The Robert Jones and Agnes Hunt Orthopaedic Hospital / Tel: 01691 404442

Below are the opening times for the department for dropping off/collecting footwear and appliances.

RECEPTION OPENING TIMES

Monday – Thursday, 8.15am – 5pm

Friday, 8.15am – 4.45pm

GENERAL ENQUIRIES

Monday – Thursday, 8.45am – 5pm

Friday, 8.45am – 4pm

The Royal Shrewsbury Hospital / Tel: 01743 261000 Ext: 3701

Monday – Thursday, 9am – 4pm

Friday, 8.30am – 3pm

The Princess Royal Hospital / Tel: 01952 641222 Ext: 4224

Monday – Thursday, 9am – 4pm

Friday, 9am – 12.30pm

ALL SITES ARE CLOSED FOR LUNCH 12.30PM – 1.15PM

Please note we are only able to offer appointments at the site you have been referred to by your consultant/G.P. even if this isn't the most local to your home address.

If you require a special edition of this leaflet

This leaflet is available in large print. Arrangements can also be made on request for it to be explained in your preferred language. Please contact the Patient Advice and Liaison Service (PALS) email: rjah.pals.office@nhs.net

Feedback

Tell us what you think of our patient information leaflet.
Please send your comments to the Patient Advice and Liaison Service (PALS) email: rjah.pals.office@nhs.net

Please note that any device supplied by the Orthotics Department is property of the Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust and should be returned to the department upon the end of its use unless advised otherwise. Do not dispose of any devices until they have been inspected by a member of the Orthotics team, or unless you have been informed to do so by a member of the team. In the event of loss or damage beyond expected wear, you may be asked to pay a replacement fee.

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