

Information for patients

# Footwear Adaptations



**Orthotics**  
RJA H

## Footwear Adaptations

Your consultant and orthotist have prescribed adaptations to your own footwear to manage your condition orthotically.

The following guidelines will assist you in choosing suitable footwear:

- Shoes must have a lace closure, strap or hook and loop fastening
- The shoe/boot should have a solid sole unit, i.e. not air sole trainers
- The more simple the sole, the easier it will be to adapt and the neater it will look
- The upper of the footwear should enclose the heel i.e. no mules or sling backs
- Heel height of 1¼" (30mm) maximum and heel width of 2½"(65mm) minimum
- If you are buying new footwear do so on approval of it being suitable for adaptation

## Footwear examples

Male



Ecco  
footwear



Cosyfeet  
footwear



Clarks  
footwear



Hotter  
footwear

Female



## Repairs

Please keep your footwear adaptations in good repair. You can return them to the Orthotics department to have the repairs done, e.g. for worn soles/worn sockets. They can be dropped in or posted, please ensure you include your name and address with the items. We will contact you when they are ready for collection. This will usually be done in around two weeks depending on the adaptation being carried out.

## What happens next?

Once we are sure your adaptation is appropriate and you have no problems, you are entitled to a further adaptation in the first year and then two adaptations per year afterwards. If you require more than this you will need to fund it yourself.

Contact the Orthotic department to find out how to do this. Should you have any queries regarding your footwear please do not hesitate to contact us.

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](mailto: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](mailto: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.

Date of publication: December 2024

Date of review: December 2027

Author: Abby Munro/Claire Pugh

© RJAHS Trust 2024

The Robert Jones and Agnes Hunt  
Orthopaedic Hospital NHS Foundation Trust,  
Oswestry, Shropshire SY10 7AG  
Tel: 01691 404000  
[www.rjah.nhs.uk](http://www.rjah.nhs.uk)