

Information for patients

Orthotics Department



Orthotics

The Orthotics Department, what is this?

An orthotic device is externally fitted to support any part of the body that is weakened by defect, disease, or injury to correct, maintain or even restrict functions.

When you attend for your Orthotic appointment, you will see an Orthotist. The Orthotist will carry out an evaluation of your Orthotic needs and take appropriate measurements and/or a cast or impressions in order to produce your orthosis. You may be supplied with your orthosis on the day, or you may be asked to return for further appointments for your orthosis to be fitted.

What Types of Orthoses might I be supplied with?

- Spinal Corsets
- Spinal Braces
- Ankle Foot Orthoses (AFOs)
- Footwear/Footwear adaptations
- Abdominal Supports
- Protective Helmets
- Knee Ankle Foot Orthoses (KAFOs)
- Insoles

What is my Entitlement for Orthoses? – Custom Made Footwear

Adults will be supplied with two pairs of shoes or boots.

Please note footwear is not replaced on an annual basis. Footwear will be replaced once they are no longer able to be repaired or if your Orthotist feels they are no longer clinically suitable.

Children will be supplied with one pair of footwear. New shoes are provided when their shoe size alters or if they are worn out beyond repair, which will be assessed by your Orthotist.

We ask that you do not throw away your shoes or boots and that if you are experiencing any problems to contact the department. Please ensure you always bring your shoes/boots into the department to be assessed.

Can my shoes be repaired?

If you have orthopaedic footwear or your own footwear has been adapted, then we ask that you bring these shoes in when they are in need of repair.

Non-adapted shoe repairs and maintenance are your own responsibility. E.g. If you have an adaptation done to your left shoe it will be your responsibility to repair your right shoe.

If you find that your shoes need repairing frequently, please contact the department as you may need a different sole/heel material.

Please provide us with cleaned shoes or they may be refused.

How many shoes can be raised or adapted?

Adults are entitled to adaptations to two pairs of shoes per year. If you would like additional shoes adapted, you can either contact the adaptation company or you can go through the orthotics department and purchase them privately. There is an administration charge of £25 if purchased through the department. Please contact the department for details.

Children are entitled to two pairs of shoes to be adapted or raised per shoe size.

If you are unsure about the suitability of your shoes for adaptations, please contact the department or have a look on our website: www.rjah.nhs.uk/orthotics for the relevant leaflet.

How many pairs of insoles will I get?

Adults and children will be provided with one pair of insoles. These can be transferred from shoe to shoe. A pair of insoles will last approximately one year and when they are no longer providing the necessary support, please contact the department regarding a replacement pair.

Please note that insoles can also be refurbished and should be brought to subsequent appointments.

How many fabric supports are provided?

You will be supplied with two fabric supports. These can be refurbished or replaced as necessary if they are brought into the department. Prescription charges apply to these items so please bring proof of exemption to your appointment. Otherwise contact the department for prices.

Please note abdominal supports with colostomy openings do not have prescription charges.

For More Information

For More Information on your prescribed orthosis please ask the department for one of our leaflets. These detail wearing schedules, care of your orthosis and donning and doffing procedures.

How to find us

The Orthotics Department AT RJAH is located at location 29 & 19. From main outpatients, head towards the bottom of the corridor near the Physiotherapy department for L29. For L19 head down the corridor and about halfway down on the left-hand side is an external door, follow the signs and it will lead to the reception area. RSH orthotics is located in Mytton Oak House which is situated on the hospital grounds. PRH orthotics is located in the hospital on the ground floor at location 44.

Responsibilities

It is our responsibility to ensure that you receive the best possible care regardless of age, gender, sex, and ethnicity and in an environment that is safe and clean.

It is your responsibility to ensure the following:

- To inform us of any changes to your personal circumstances, i.e. change of address.
- To attend for appointments on time.
- Each appointment costs the hospital £63. If you do not require your appointment, it is important that you inform us as soon as possible so that we can offer this appointment to another patient.

If you fail to attend your first appointment or any subsequent review no further appointments will be made for you, and you may be discharged from your Orthotic treatment.

What to bring to your appointment?

1. Please bring any Orthoses you are currently wearing or have been using, even if you feel they are too small, worn out or no longer appropriate.
2. If you are requiring footwear adaptations, please bring an extra pair of shoes to leave with the orthotics department.
3. Feel free to contact the department if you have an appointment and are unsure of what will be involved.

The Patient Advice and Liaison Service (PALS) is a service provided for patients, carers and relatives to deal with any concerns that may arise. PALS staff will act as quickly as possible in order to support them.

The PALS team at RJAH may be contacted on Tel: **01691 404606/4608**. Out of hours an answer phone will take your message and PALS will then return the call as soon as possible. Email: rjah.pal.office@nhs.net You can call or email to make an appointment.

SATH PALS team may be contacted on Shrewsbury **01743 261691** or Telford **01952 282888** ext:**4382**. RSH PALS office is situated on level 2 in the main ward block and open Mon–Fri 9am–5pm. PRH PALS office is situated in the main reception and open Mon–Fri 9am–5pm. You can also email: sath.pals@nhs.net

Parking

The Robert Jones and Agnes Hunt Orthopaedic Hospital Trust charge £2.50 per day for parking. We advise you leave a little extra time for parking.

SATH parking is monitored by cameras. You should pay using the machine situated in the car parks when exiting the hospital.

Further info can be found on the web pages by following the links:

SATH: <https://www.sath.nhs.uk>

RJAH: <https://www.rjah.nhs.uk>

Frequently asked questions

Q. How long will my appointment take?

A. Your initial appointment will take approximately 30 minutes. However, if you need to be cast it may take up to an hour.

Q. Can I buy additional orthoses?

A. It is possible to purchase additional insoles and footwear adaptations. Please contact the department for a price.

Q. How long does it take until my orthosis is supplied?

A. You should have your fitting appointment approximately 4 weeks after your initial Orthotic assessment. Shoes may require two fitting appointments, so this means it will be approximately 8 weeks before your shoes are supplied.

Q. What type of shoe is best to raise/adapt?

A. Shoes with a fastening, a solid sole unit, an enclosed heel and a sensible heel are best for adaptation. If you are in any doubt about what footwear is suitable, please have a look on our webpage: www.rjah.nhs.uk/orthotics or alternatively contact the department.

Q. Do I have to go up a shoe size in order for my insole to fit?

A. You may have to go up by half or one size so that your insole fits comfortably into your shoe.

Q. How do I know when I need a new pair of insoles?

A. Insoles will generally last for approximately one year. However, insoles that are made out of harder materials, may last longer. It is also possible to have your insoles refurbished.

Q. Is there a charge for my orthosis?

A. There is a prescription charge on hosiery and abdominal supports. All other orthoses are funded by the NHS, and you will only have to pay for any additional orthoses.

Q. How many orthoses am I allowed?

A. This depends on the type of orthosis. Please contact the department and we will advise.

Q. What happens if my orthosis breaks or needs repair?

A. Please contact the department and if possible, we will organize a time when you can bring in your orthosis for repair.

Q. Can I post my repairs?

A. Yes, you are able to post in repairs. Please label your orthosis with your name, patient number and what you would like done. E.g., J Smith, 99x9999, reheel and resole.

Contact Details and Opening Times

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. Please note the contact telephone number is available throughout normal working hours.

RECEPTION OPENING TIMES

Monday – Thursday, 8.15 am – 5.45 pm

Friday, 8.15 am – 3 pm

GENERAL ENQUIRIES

Monday – Thursday, 8.45 am – 5 pm

Friday, 8.45 am – 4 pm

CLOSED FOR LUNCH 12.30 pm – 1.15 pm

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

Monday – Thursday, 8.00 am – 4 pm

Friday, 8.30 am – 3 pm

CLOSED FOR LUNCH 12.30 pm – 1.15 pm

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

Monday – Thursday, 9.00 am – 4.30 pm

Friday, 9.00 am – 3 pm.

CLOSED FOR LUNCH 12.30 pm – 1.15 pm

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

Date of publication: June 2022
Date of review: June 2024
Author: Clare Pugh/Adam White
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