

## Patient information

### Insoles

#### Therapies Department

#### What are insoles?

Insoles are the inserts that you put in your shoes to improve the alignment of your feet, redistribute pressure and provide support.

They can also influence the alignment of your knees, hips and lower back and so can be used to treat foot, knee, hip or back pain.

If you have been recommended any other form of treatment, for example physiotherapy, then it is important that you continue with both.

#### Footwear

Your insoles should be worn inside wide fitting shoes with a strong, supportive base in order to be most effective. Any shoes with a heel higher than three centimetres are generally unsuitable for use with your insoles, as are most types of slip-on and court shoes as they will either end up too tight or slip off when walking.

Removing the original inlay from inside your shoes will create extra space for your insoles. Generally trainers or other shoes with a fastening (laces or velcro) are the best for accommodating orthoses. This may require a change in your chosen style of footwear, but this is necessary if the insoles are to be effective.

#### Getting used to your new insoles

- It is important that you get used to wearing your insoles slowly over the first few weeks.
- Wear them for only one hour the first day, two hours the second and continue to increase this wear time by one hour per day until you find them comfortable enough to wear all day.
- You may experience some mild aching in your feet or legs while getting used to your insoles. This is normal and if it should happen, take the insoles out of your shoes and try again the next day for a shorter period of time.

**Do not wear insoles during sports until you are able to wear them all day comfortably.**

It may take a few weeks to be able to wear the insoles for a full day. If you are still unable to wear them for a total of eight hours after four weeks contact your clinician who provided the insole this may have been an orthotist, podiatrist or physiotherapist for review.

## **Care of your insoles**

Insoles should be wiped with a damp cloth and left to dry, away from radiators or heaters.

### **Please phone for a review appointment if:**

- You are unable to wear your insoles comfortably for a full day after four weeks of trying.
- The insoles have not reduced your original symptoms after three months.

**Tel: 0151 706 2760**

**Text phone number: 18001 0151 706 2760**

## **Entitlement**

One pair of insoles will be provided and fitted. These can be moved between footwear of the same size and shape.

## **Repair and replacement**

Patients are expected to take reasonable care of their insoles, and in the event of loss or damage may be charged for further provision.

There is no fixed time for renewal of insoles and some insoles are provided for short term management of a condition, such as an acute episode, or after surgery, the patient will be discharged at the end of the episode. If further intervention is necessary a new referral will be required from a clinician.

Where insoles have been provided to patients for management of a long-term foot condition, you will be able to self-refer to the service by ringing the number below. The orthotist will reassess the patient before replacement is provided, and the patient must bring the insoles to the review appointment. Replacement will be made only when the existing insoles are no longer fit for purpose.

## **Feedback**

Your feedback is important to us and helps us influence care in the future.

Following your discharge from hospital or attendance at your outpatient appointment you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt out at any point. Your co-operation is greatly appreciated.

## **Further information:**

**If you need any further information please contact us on**

**Tel: 0151 706 2760**

**Text phone number: 18001 0151 706 2760**

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