



Where we all
make a difference



The Royal Liverpool
and Broadgreen
University Hospitals
NHS Trust

Patient information

What is Orthotics?

Therapies Speciality

What is the Orthotic service and why have I been referred?

Orthotics is a service that provides devices called orthoses that could be one of the following:

- shoes and insoles
- callipers or splints
- knee braces
- back supports
- wrist braces
- ankle supports.

There may be other items that are required in addition to the above.

These orthoses are usually given to either support or protect you or to help prevent future harm.

You have been referred to the service to see if you would benefit from an assessment for a specific orthoses.

What happens at my first appointment?

You will be seen by an Orthotist or other suitably qualified clinician to assess your needs.

An Orthotist is a clinician qualified to assess your suitability for one of these orthoses and measurement or a cast if required will be taken.

All information given to the Orthotist will be treated as confidential, and your privacy will be respected at all times during the session.

How long will my first appointment last?

Your first appointment will be for either 20 or 40 minutes depending on the complexity of the measurements required.

It is difficult to know in advance how long patients will need to spend with the clinician, and unforeseen delays may occur. We will try to keep waiting time to a minimum and give explanations, but this may not always be possible.

Missed appointments

If you are unable to attend this first or any follow up appointments you must inform the department as soon as possible. A large number of appointments are wasted each month. This only lengthens our waiting list. Early notification is vital and appreciated.

Please telephone the department on numbers shown overleaf. If you do not contact the department within two weeks of your appointment we will assume you no longer require treatment and you will be discharged.

What should I wear?

On your first appointment you will be assessed by an Orthotist who will need to see and examine the injured/painful area. If necessary measurements will be take. We recommend you wear loose comfortable clothing.

What should I bring with me?

- Your appointment card/letter.
- Appropriate footwear (preferably laced, buckled or Velcro strapped shoes with plenty of room to accommodate the insoles) if you have been referred for insoles.
- Old orthoses if you have already been supplied in the past (even if these have been supplied elsewhere).

Will I have to come back for further appointments?

Some orthoses can be given on the day and others need to be specially made or ordered for you.

What will happen next?

If necessary, you will receive a further appointment to be fitted with your orthoses.

In cases where footwear is prescribed you may have to attend several visits for fitting until the orthotist is happy to supply. If needed you will also receive a review appointment to make sure everything is all right with the orthoses. Footwear can take several months to manufacture to an individual specification.

Will I have to pay?

Some orthoses, for example wigs, fabric back supports and stockings will incur an orthoses prescription charge for which you may be exempt. The orthotics clerical officer will inform you of this prior to your appointment with the orthotist.

What if I live a long way away?

You should be seen by your local Orthotics department. If you are under one of our Consultants it may be that they have requested that we assess you as part of their care. If you have moved or believe that there is a department closer to your home then please let us know and we can discuss transferring you closer to home.

What happens if I arrive late for my appointment?

If you are so late that allocated appointment time has lapsed, it may not be possible for you to be seen by the orthotist as they will have other patients booked in for the rest of the day. An appointment for a later date or time may have to be made for you.

Remember

If you need an ambulance on medical grounds, please contact your family doctor (GP) at least two days before your appointment. Your GP will make the necessary arrangements.

On arrival, please report to the Orthotics reception area.

How do I complain if I am not happy with the service you provide?

Hopefully your orthotist can deal with your complaint.

If you would like to speak to a more senior member of staff please ask to speak to the Orthotic Manager.

For more information please ask for a copy of PIF 091'A User Guide to The Hospital Complaints Procedure'

Car Parking

Car parking is available at the Q-Park multi-storey car park opposite the front entrance of the hospital. The entrance is on Epworth Street which is off Erskine Street. The car park is open 24 hours a day and carries a charge. It is monitored by CCTV and parking attendants. There are disabled spaces within the car park. If you require help with parking ask a parking host at the entrance once you arrive.

The Trust operates a shuttle service for patients with mobility problems which operates Monday to Friday 8.45 am to 4.45 pm from Q-Park to the Royal Liverpool Hospital, Linda McCartney Centre and the Dental Hospital.

Public Transport

The hospitals are well served by public transport. For details of routes, services and times please contact Travel Line Public Transport Information.

Telephone number: 0871 200 22 33

Text phone users can dial 18001 then 0871 200 22 33 for a typetalk assisted call.

7am - 8pm Mondays to Fridays

8am - 8pm Saturdays, Sundays and Bank Holidays

Closed on Christmas Day

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:

Broadgreen Hospital

Tel: 0151 706 2760

Text phone number: 18001 0151 706 2760

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All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

يمكن توفير جميع المعلومات المتعلقة بالمرضى الموافق عليهم من قبل انتمان المستشفى عند الطلب بصيغ أخرى، بما في ذلك لغات أخرى وبطرق تسهل قراءتها وبالحروف الطباعية الكبيرة وبالصوت وبطريقة برايل للمكفوفين وبطريقة مون والإلكترونية.

所有經信托基金批准的患者資訊均可以其它格式提供，包括其它語言、易讀閱讀軟件、大字

體、音頻、盲文、穆恩體 (Moon) 盲文和電子格式，敬請索取。

در صورت تمایل می‌توانید کلیه اطلاعات تصویب شده توسط اتحادیه در رابطه با بیماران را به اشکال مختلف در دسترس داشته باشید، از جمله به زبانهای دیگر، به زبان ساده، چاپ درشت، صوت، خط مخصوص کوران، مون و بصورت روی خطی موجود است.

زانیاری پیوندیدار بهو نه‌خوشانه‌ی له‌لایمن تراسته‌وه پسمند کراون، نه‌گمر داوا بکریت له فورمات‌ه‌کانی تردا بریتی له زمانه‌کانی تر، نیزی رید (هاسان خویندنه‌وه)، چاپی گهوره، شریتی دهنگ، هیلی موون و نه‌لیکترونیکی همیه.

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Dhammaan warbixinta bukaanleyda ee Ururka ee la oggol yahay waxaa marka la codsado lagu heli karaa nuskhado kale, sida luqado kale, akhris fudud, far waaweyn, dhegeysi, farta braille ee dadka indhaha la', Moon iyo nidaam eletaroonig ah.