

## Patient information

### **What is Podiatry?**

#### Podiatry Department - Therapies

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Podiatry is a health care profession dealing with the diagnosis, treatment and management of foot disorders.

#### **What do Podiatrists do in the Outpatient Department?**

They assess patients in order to confirm a clinical diagnosis and decide on an appropriate management of the foot condition, based on current research findings and evidence based practice.

#### **How long will my first appointment last?**

Your first appointment will involve both assessment and treatment which can take up to 30 minutes. During this appointment our podiatrist will plan with you your course of treatment.

#### **In some cases you may be referred on to:**

- Orthotics for insoles or footwear as part of your care.
- Consultants or clinical specialists for further opinion and management.
- Community Treatment Room Service for ulcers dressings.
- Health education classes.

#### **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 the respective site.-Telephone numbers for each site are listed at the end of this leaflet.

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 bring with me?**

- Your appointment card/letter.
- A list of medication you are taking.
- Appropriate footwear.

### **What does my treatment involve?**

- Your Podiatrist may carry out treatment during your session, such as:
- Hard skin removal with a scalpel. This will only happen with your consent. Treatments are usually painless and should not cause any discomfort afterwards. If pain is to be experienced during or after treatment this will be discussed before the treatment.
- Dressings for treatment of foot ulcers.
- Foot measurements or impressions in order to have insoles made.
- Advising you on foot care and footwear.

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

### **Will I be given a choice of further treatment times?**

Yes. The appointment time can be arranged between you and your Podiatrist.

### **How long will my follow on appointment last?**

Each patient has a follow up appointment time of 30 minutes allocated to him or her but this does vary depending upon the type of treatment used. It is important that you arrive on time for your treatment, as another patient will be booked into the next treatment slot.

### **How many treatments will I have?**

This varies from patient to patient and depends on your condition and how you respond to treatment.

### **Regular Attendance**

To gain benefit from your treatment programme it is essential that you attend on a regular basis. Please do not change or miss treatment unless it is absolutely necessary.

### **Will my Podiatrist treat any other problems I have?**

The Podiatrist will only treat the condition or injury for which your G.P. or Consultant has referred you, unless a specific request from the doctor is made.

## **What happens once my course of treatment is complete?**

If you do not need further treatment, the Podiatrist will give you advice on how to self-manage your condition at home. You will then be discharged. In some cases you may be referred to the Community Podiatry Service for further care.

## **What happens if I arrive late for my appointment?**

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

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

Hopefully your Podiatrist can deal with your complaint.

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

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

## **Parking**

Parking for patients and visitors is available at both sites.

- **RLH** – Q park multi-storey car park is apposite the main entrance of the hospital and is accessed from Erskine Street. Charges apply.
- **BGH** – Patient car park is situated as you enter the hospital site. Charges apply.

Disabled parking spaces are available on all sites. If you need further details please ring the relevant sites.

## **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 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

### Therapies Directorate

Tel: 0150 706 2760

Text phone number: 18001 0151 706 2760

Author: Therapies Department

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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.

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