



Orthotics Department

This leaflet will explain what will happen when you come for your first appointment. If you require additional information prior to your appointment, please telephone 0121 685 4123

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

Orthotics is a service that provides devices called Orthoses. An orthosis is a device that is externally fitted to any part of the body to provide support, protection and restriction of joint movement on parts of the body that is weakened by defect, disease or injury.

Examples of orthoses include:

- callipers or splints (AFOs)
- knee braces
- spinal braces
- shoes and insoles

You have been referred by a consultant, GP or a member of the medical team to see if you will benefit from any of the above.

During your appointment you will be assessed by an Orthotist, a clinician qualified to assess your suitability for one of these orthoses. He/she will measure/cast you for an appropriate orthosis.

Depending upon your condition, you may be asked to remove part of your clothing in order to facilitate examination. It may be helpful to wear shorts if your problem affects your knee, hip or back. The clinician may be of the opposite sex.

Should you feel uncomfortable with this and would like to be accompanied, please bring a friend/relative along with you. Alternatively a chaperone may be arranged.

Please let the Orthotics Department know if a chaperone is required. Although the clinic is run on an appointment basis, unforeseen delays

may occur. We will try to keep waiting times to a minimum, but this may not always be possible.

Will I need to bring anything with me?

If you have been given any orthoses in the past you should bring it with you. Also depending upon the extent of your problem, a pair of shorts can be worn under clothing. If you are coming for a spinal cast then please bring a spare set of underwear, or close fitting swimwear. If you are coming to be measured for shoe raises then please bring with you the spare shoes that will be raised.

Will I have to come back for further appointments?

Orthoses may need to be specially made or ordered for you. You will be told about this at your appointment.

What will happen next?

If necessary, you will receive a further appointment to be fitted with your orthoses. If needed you will also receive a review appointment to make sure there are no problems with the orthoses.

Will I have to pay?

Some orthoses, for example fabric back supports and stockings may incur an orthoses prescription charge.

Allowances, replacement and repair

Your Orthotist will advise you how many orthoses you are entitled to. It is your responsibility to clean the provided orthoses as per instruction given. If your orthoses are wearing out you may need a new referral from your GP for replacement.

Responsibilities

It is our responsibility to you to ensure you receive the best possible care regardless



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of age, gender, sex or 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.

If you are unable to attend at your appointment time or you do not require your appointment, it is important that you inform us as soon as possible so that we may 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 referred back to your GP.

Additional Information

Patient Support

Our Patient Advice and Liaison Service (PALS) offers help, support and advice to patients, their relative, friends and carers. PALS can help answer questions you have about hospital services; respond to problems or concerns; and welcome your suggestions or comments, both positive and negative. PALS can be contacted by phone, Monday to Friday, 8.30am and 4.30pm on 0121 685 4128.

Confidentiality

The Trust is committed to keeping your information safe and secure, and to protecting your confidentiality. For more information about how we do this please read the Trust leaflets "Ensuring Information Confidentiality". This is available on the Trust website or can be requested through the Communications Team by calling 0121 685 4329.

Dignity and Respect

It is expected that staff, patients and visitors will treat each other with dignity and respect. The hospital operates a zero tolerance policy towards acts of physical or verbal aggression and action, including prosecution where appropriate, will be taken if such behaviour is displayed.

How to find us

From Gate A, the Orthotics Department is located on the right of the parking area, under the archway.

Opening Hours:

Mon-Fri: 8.30am -12.30pm, 1.30pm - 4.30pm

Car Parking

Patients and visitor parking is available at gate entrance A and C, the main visitor car park is located off gate entrance C, close to the Outpatients Department. The hospital operates a pay and display system for more information visit roh.nhs.uk.

Contact Numbers

Switch Board	0121 685 4000
PALS	0121 685 4128
Orthotics Department	0121 685 4123