

What if I have difficulties with my Orthosis?

Contact the Orthotics Department by phone as soon as you are aware of any discomfort, or if you are having problems with your orthosis. **Do not continue to wear the orthosis** until you have spoken to someone. You will be given an appointment as early as possible to be reviewed in the clinic. It is important to let the department know if you are not wearing your orthosis. Feedback is important and it may help with the development of new orthoses.

Contact details

Orthotics & Prosthetics Department

St Mary's Hospital
Newport
Isle of Wight
PO30 5TG

Telephone: **(01983) 534365**

Fax: **(01983) 520996**

Email: opart@iow.nhs.uk

There is an answering machine in use when no one is available, please leave a message and we will get back to you.

Opening times

Monday – Friday, 8.30am – 4.30pm

Orthoses can be collected from the reception
Monday – Friday, 1.30pm – 4.00pm

Appointments

Patients are seen by appointment only. **Patients who do not attend appointments without notice will be discharged** – please call to arrange a more convenient time.

IMPORTANT NOTICE

Are you allergic or do you react to any medicines, foods or anything else? Please inform the Orthotist or Orthotic staff as soon as possible as it may affect the material the orthosis is made with.

If you have any queries or concerns about the content of this leaflet please call (01983) 524081 and ask to speak to the relevant department.

If you require this leaflet in another language, large print or another format, please contact the PALS Team, telephone **01983 534850**, who will advise you.

Valuables should not be brought into the hospital. If patients have to bring in valuable items they should ask a nurse to store them safely and request a receipt for the items. You may not be able to have the valuable items returned if the time of discharge from hospital is out of hours.

We are sorry but the Trust cannot accept responsibility for loss or damage to items not given for safe keeping.

You can get further information on all sorts of health issues online at: www.nhs.uk

For Health advice and out of hours GP service please call the NHS 111 service on: **111**

We Value Your Views On Our Service

If you wish to comment on the care which you, your relative or friend has received, we will be pleased to hear from you. Please speak to the person in charge of the ward, clinic or service in the first instance or ask them to contact the PALS Team. If you wish to contact them directly, telephone on **01983 534850**.

Alternatively you may prefer to write to:

Chief Executive
Isle Of Wight NHS Trust
St Mary's Hospital
Newport, Isle of Wight, PO30 5TG

You can also share any concerns you have about our services with the Care Quality Commission (CQC) on **03000 61 61 61** or at enquiries@qcq.org.uk

All NHS sites are no smoking areas.

If you would like help and advice to stop smoking please call: Freephone 0800 169 0 169 to talk to the NHS Smoking Helpline.



Patient Information Leaflet

Orthotics Department

Produced by:
The Orthotics and Prosthetics Department

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Review due: November 2020

If you are unable to read this leaflet because English is not your first language, please ask someone who speaks English to telephone PALS on 01983 534850 for further information and help.

Polish:

Jeśli nie jesteś w stanie przeczytać tej ulotki bo angielski nie jest pierwszym językiem, poproś kogoś, kto mówi po angielsku, o kontakt telefoniczny z (PALS 01983 534850) aby uzyskać więcej informacji i pomoc

Russian:

Если вы не можете прочитать этот буклет на английском языке потому что не является первым языком, пожалуйста, попросите кого-нибудь, кто говорит на английском языке для телефонного (PALS 01983 534850) для получения дополнительной информации и помощи

Turkish:

Eğer İngilizce ana diliniz değilse, çünkü bu broşürü okumak için yapamıyorsanız, daha fazla bilgi için 01983 534850 üzerinde PALS telefon İngilizce bilen birine sormak ve yardım lütfen

Bulgarian:

Ако не сте в състояние да прочетете тази листовка, тъй като английският не е първи език, попитайте някой, който говори английски, за да телефонирам (PALS на 01983 534850) за повече информация и помощ

Czech:

Pokud nejste schopni přečíst tuto příbalovou informaci, protože angličtina není vaším rodným jazykem, zeptejte se někoho, kdo mluví anglicky na telefonní PALS na 01983 534850 pro další informace a pomoc

Bengali:

আপনি ইংরেজি আপনার প্রথম ভাষা না থাকার কারণে এই লফিলটে পড়তে অক্ষম হন, তাহলে আরও তথ্যের জন্য 01983 534850 নভেগেশন PALS টেলিফোনে বা ইংরেজি কথা কভে জিজ্ঞাসা করুন এবং সাহায্য করুন

Welcome to the Orthotics Department of the Isle of Wight NHS Trust

We hope this leaflet will answer some of your questions if you, or a member of your family are referred to the Orthotics team.

What is the Orthotics Department?

The Orthotics Department is situated in the South block of St Mary's Hospital and runs mainly outpatient clinics. The department is responsible for the issue of orthoses (appliances, splints) such as spinal supports, insoles, shoe adaptations, leg braces, orthopaedic footwear and wigs.

Why have I been referred to the Orthotics Department?

Your Consultant, Doctor or Healthcare Professional has referred you to the Orthotics Department to be assessed for an orthosis that should improve your mobility or reduce pain levels.

This can be by the issue of an orthosis or maybe just helpful advice or information.

Who will I see in the Orthotic Clinic?

The State Registered Orthotist or the Orthotic Assistant Practitioner will see you. They will advise and help you and will discuss the options available to you. Your needs will be fully assessed and from this a suitable orthosis may be provided, where necessary.

Will I have to pay for my orthosis / appliance?

A few items have a prescription charge set against them. This is a statutory government charge for the following items:

- Elastic hosiery
- Wigs
- Fabric supports e.g. corsets

There are also hospital charges for footwear and repairs/adaptions to footwear.

Charges are displayed in the department along with exemption forms. Please bring proof of exemption with you to clinic. If a charge is applicable this must be paid before your orthosis can be taken away. You will be given an official NHS receipt.

When will I get my orthosis?

A large number of orthoses are held in stock, therefore you may be supplied on the same day as your appointment. Most items are made to your individual measurements, so you will require a further appointment to be fitted. The Orthotist or Assistant Practitioner will explain what you should expect from your orthosis and when and how to wear the orthosis.

Will I be seen again in the Orthotics Department?

You may need a review appointment to check the fit of your orthosis. Alternatively, an Assistant Practitioner may telephone you to check your progress. If you feel you need a review appointment you can phone at any time to arrange one.

How many orthoses can I have?

You may only need one orthosis, but if you require a 2nd orthosis for hygiene and/or repair purposes you will be advised when this will be supplied.

The orthotic staff may be able to place a repeat order by taking details over the telephone.

There are set guidelines regarding how many orthoses can be supplied and the needs of each case are assessed individually.

What happens if my orthosis breaks or is in need of repair?

It will either be repaired or replaced. This can be arranged by phoning the department. When your orthosis is brought in for repair it will be checked and if it is felt that it is beyond repair it will be replaced.

Footwear brought in for repair should be clean and dry. Fabric supports should be freshly laundered.