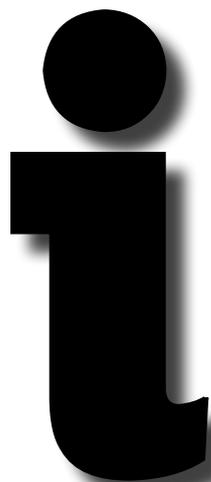


Footwear information (page 1 of 2)



Footcare advice

Your new bespoke footwear has been made to accommodate the shape of your foot and often includes a supportive insole as well. It might take a few weeks for your feet to adjust and feel comfortable in the footwear. During this time you should only wear your footwear for short periods, perhaps only one hour at a time, letting your feet rest especially if they ache.



If you need your information in another language or medium (audio, large print, etc) please contact Customer Care on 0800 374 208 or send an email to: customer care@salisbury.nhs.uk

You are entitled to a copy of any letter we write about you. Please ask if you want one when you come to the hospital.

Please complete The Friends & Family Test to tell us about your experience at: www.salisbury.nhs.uk/FriendsFamily or download our App from the Apple App store or Google Play Store.

The evidence used in the preparation of this leaflet is available on request. Please email: patient.information@salisbury.nhs.uk if you would like a reference list.

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If you feel any prolonged discomfort, rubbing or chaffing, you should contact the orthotic department and arrange a review appointment.

You will be issued with one pair initially. A second pair will be made after you have tried the first pair and both yourself and your Orthotist are satisfied with the fit and comfort. Thereafter the footwear will only be replaced if thought necessary after discussion with your Orthotist. In exceptional circumstances, for example if safety shoes are required for work, then a third pair may be supplied.

Footwear advice

It is your responsibility to make sure that your footwear is properly maintained.

- It is important that your shoes are kept in good working order.
- Keep the footwear clean and polished
- Allow wet shoes to dry naturally, away from direct heat. You may also want to pack them with newspaper to keep their shape.
- When the heels or soles become worn, take them to a good shoe repairer to have them repaired.
- If the shoe repairer is unable to repair them then you can bring them to the Orthotics Department for repair. Attach clearly your name and address, we will let you know when they are ready for collection (normally 2 weeks). Please note there is a charge for this service.
- It is important that the shoes are repaired before the leather upper

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is damaged, if the upper becomes damaged then please arrange a review appointment with your Orthotist.

Adaptations to your own footwear

Footwear will only be accepted if in good condition and state of repair. Be aware that some types of footwear are not suitable for certain adaptations, this will be assessed before any alterations are made.

Initially you will have one shoe/pair of shoes adapted for a trial. If the adaption proves to be satisfactory to both you and your Orthotist, then a further two pairs can be adapted within the first 12 months. Thereafter you can only have one pair of footwear adapted per year.

Footwear should be handed in to reception or posted to the address on this leaflet with your name and address clearly attached.

We will let you know when they are ready for collection (normally 2 weeks). The Orthotic department will not accept responsibility for maintenance of those parts of the footwear that have not been adapted, nor for the pair to any shoe we adapt.

Please note Salisbury District Hospital ask for a contribution towards the cost of shoes and insoles that are provided by the Orthotics department. There is a list of suggested payments but you do not have to pay these. If you cannot pay the suggested amount, you may like to make a smaller payment. If you do this it will not affect your treatment or care. We are very grateful for any payment you can make.

Postal address

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