

INFORMATION FOR PATIENTS

Insoles (foot orthoses)

This leaflet is intended as further help to patients who have been supplied with functional, flat bed, or moulded insoles. If advice in this leaflet differs from what you have been told in clinic, wear as directed by the orthotist as this will be specific advice to your individual needs.

Your footwear

The footwear needs to fit well, be comfortable and be secure on the foot. It's best to look for footwear that is deep at the heel and sides in order to accommodate the insole.

Many shoes and boots now have a removable inlay that is lightly glued in place. Look for this when buying new footwear as removing the inlay will provide the correct depth for your insole.

They should ideally fasten securely, by means of laces, Velcro straps or a buckle to prevent slipping at the heel.

They should have a wide, low heel no higher than 25mm for stability.

They should be in a good state of repair as the insoles will be more effective.

To begin with

Get used to your insoles gradually, even if you're replacing an old pair.

If the insoles feel rigid and supportive, don't wear your insoles for more than an hour on the first day.

Build this time up each day for the next 7-10 days but if your feet hurt or ache, break in over a longer period.

If you find it difficult to wear your insoles, use for short periods several times a day to become familiar with them.

It is common for one foot to feel more natural than the other.

As they alter the position of your foot they may feel strange, and even affect your balance.

You may experience aching in your feet, knee, hips or back while bedding the insoles in.

This is a rough guide to breaking in your insoles, it is important to take your time and listen to what your body is telling you, i.e. if your feet hurt or ache take your insoles out for the rest of the day.

General wear

Insoles can be wiped clean with a damp cloth but not immersed in water. Let them air dry and do not place them near or on a heat source.

Squeaking may occur in certain footwear, talcum powder should help. Talcum will also reduce any odour as most of the components are man-made.

Once broken in, wear as much as possible to feel the benefit transferring them to as many shoes as possible.

It may take up to eight weeks to know whether they are helping with your initial problem, so you need to persevere and give them time to work.

Eligibility

One pair of insoles are supplied initially. As these wear out, we will replace them. The life span of your insoles will depend on the type issued, your activity level, and the frequency of use. If you wish to have more insoles, please contact the department for a quote.

Please keep this leaflet safe for future use. You are now able to contact the department directly for orthotic care as required. If you need a review appointment, or if the orthosis requires servicing or replacement, you **do not** need to be referred again.

If there are new symptom(s)/condition(s) that are unrelated, a new referral will be required to be assessed for further orthotic management.

Repairs

In some cases insoles can be refurbished. Please contact the department should you require this. Do not attempt to alter or repair the insoles unless advised to do so by the orthotist.

Insoles may be serviced by the orthotic workshop when required by replacing any top covers, pads or wedges. If you experience any problems with your insoles after the initial trial period please contact the orthotic department to request a review appointment.

Your orthotist is

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Contact details

Orthotics Department
Clinic 2
King's Treatment Centre

King's Mill Hospital
Sutton in Ashfield
Notts
NG17 4JL

Clinics are held at:

- Clinic 2, Kings Treatment Centre
- General Outpatients, Newark Hospital
- Neuro Rehabilitation, Mansfield Community Hospital.

The contact telephone number for **all** orthotic queries is 01623 676163.

Further sources of information

NHS Choices: www.nhs.uk/conditions

Our website: www.sfh-tr.nhs.uk

Patient Experience Team (PET)

PET is available to help with any of your compliments, concerns or complaints, and will ensure a prompt and efficient service.

King's Mill Hospital: 01623 672222

Newark Hospital: 01636 685692

Email: sfh-tr.PET@nhs.net

If you would like this information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call the Patient Experience Team on 01623 672222 or email sfh-tr.PET@nhs.net.

This document is intended for information purposes only and should not replace advice that your relevant health professional would give you. External websites may be referred to in specific cases. Any external websites are provided for your information and convenience. We cannot accept responsibility for the information found on them. If you require a full list of references for this leaflet, please email sfh-tr.patientinformation@nhs.net or telephone 01623 622515, extension 6927.

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