

INFORMATION FOR PATIENTS

Orthotic footwear

This leaflet is intended as further help to patients who have been supplied with footwear. 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 needs.

Orthotic footwear supplied by the department is provided for specific clinical reasons when high street footwear is no longer suitable. This may be to provide support, accommodate swelling/deformity, or protect from deterioration/harm.

Initial supply

Wear new footwear for short periods of time for the first few days, regularly checking your feet for any problems. If there are no problems, gradually increase the time you wear them.

Once you have broken-in footwear it should be worn as much as possible to ensure you get the benefits from wearing it.

Ensure that the laces/fastenings are fully tied to provide support and prevent friction.

On removal of the footwear, check your feet for high pressure areas and sores.

If the footwear causes any new marks that do not fade, contact the Orthotic Department.

Cleaning/maintenance

Regular cleaning will prolong the life of the footwear and keep it comfortable and serviceable.

Never immerse footwear in water. This includes the trainer styles we provide. Clean any loose dirt off before polishing or waxing. In case of suede or nubuck, special cleaning products are available to buy.

Repairs

Please keep your footwear clean and supple, and regularly check for any repairs required.

If the footwear has outside adaptations, such as raises, wedges or sockets for callipers, the Orthotic Department will arrange for the repairs to be carried out. Please bring them in a bag with your name, address and telephone number and hand them to the orthotic receptionist.

You will be advised when to collect them. Please ensure footwear is clean before handing it in. We can only maintain the last two pairs of footwear supplied.

If the footwear has standard sole units with no adaptations, it can be repaired at a cobbler/shoe repairers. Alternatively, it may be brought into the Orthotics Department, but there will be a charge for this service.

Eligibility

Adults are entitled to two pairs of footwear in reasonable condition at any one time, at the orthotist's discretion. Children are entitled to one pair at a time due to growth.

The Orthotic Department will keep you in two pairs of shoes that are in good condition that are meeting the requirements of your condition. Footwear that is beyond repair, or is no longer meeting the clinical requirements, will be reviewed and replaced.

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.

Your orthotist is:

.....

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, King's 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.

To be completed by the Communications office
Leaflet code: PIL202608-07-OF
Created: July 2017 / Revised: August 2026 / Review
Date: August 2028