

If you discover any problems with your feet, contact your Podiatry Department or GP immediately. If they are not available, go to your nearest accident and emergency department. Remember, any delay in getting advice or treatment when you have a problem can lead to more serious problems.

Individual advice

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Equality Statement
 At South Warwickshire NHS Foundation Trust we are fully committed to equality and diversity, both as an employer and as a service provider. We have a policy statement in our Equality Strategy that clearly outlines our commitment to equality for service users, patients and staff.
 You and your family have the right to be treated fairly and be routinely involved in decisions about your treatment and care. You can expect to be treated with dignity and respect. You will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.
 You have a responsibility to treat other service users, patients and our staff with dignity and respect

Our information for patients can also be made available in other languages, Braille, audio tape, disc or in large print.

PALS
 We offer a Patient Advice Liaison Service (PALS). This is a confidential service for families to help with any questions or concerns about local health services.
 You can contact the service by the direct telephone line on 01926 600 054 by email: Pals@swft.nhs.uk or by calling in person to the PALS Office which is located in the Lakin Road Entrance of Warwick Hospital.

South Warwickshire 
 NHS Foundation Trust

Podiatry Department



Musculoskeletal Service Insole advice sheet

Name:

NHS No:

**Podiatry Single Point of Access
 Telephone: 01926 600810**
 Lines open 9am to 4pm Monday to Friday
Email: podiatryreferrals@swft.nhs.uk

Insole advice sheet

Your insoles, also known as orthotics, have been manufactured from templates taken of your feet to capture the abnormal relationships within your feet.

What is an insole?

It is a prescriptive in-shoe device that supports the foot to correct and maintain misalignment of the lower limbs.

They are made from templates taken of your feet and modified to bring the feet into the correct position to reduce or prevent painful symptoms.

Please follow the instructions carefully so that the insoles will be of greatest benefit.

Wearing in

Wear them for an hour on the first day, then build up by an hour each day until they can be worn all day.

You may experience some mild additional muscular pains in your knees, hips or back. This is normal as your body gets used to the new functional position.

Should you experience this, it is advised to wear them for an hour on the first day, then build up by an hour each day until they can be worn all day comfortably.

It is important that you insert them into a well fitted shoe with appropriate fastenings to support the foot and insole. The insole will not function effectively and may cause harm if you do not have the correct footwear. You can alternate your insoles between footwear.

Care of insoles

Do not allow children or pets to play with insoles.

Components are harmless when in contact with the skin, but may be harmful if chewed or ingested.

To keep them fresh and clean, wipe them with a damp cloth and leave to dry naturally at the end of the day.

Avoid the following:

- Soaking or immersing in hot water
- Use of cleaning fluids or solvents
- Drying on radiators or fires

Please note that for all your future pairs of orthotics you will be required to fund them yourself.

What happens next?

Should your condition deteriorate or the insoles cause repeated blisters or bleeding of the foot or feet, you are advised to stop wearing them and call the appointment line overleaf for advice or a follow up appointment.

If we have no contact from you within 12 months from your last appointment, you will need to re-refer into our department.