

Please use this space to write notes or reminders.

Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends, and carers.

Contact Us

Tel: 01942 822376 (Monday to Friday 9am until 4pm)

The Patient Relations/PALS Manager
Wrightington, Wigan and Leigh Teaching Hospitals
NHS Foundation Trust, Royal Albert Edward Infirmary
Wigan Lane
Wigan
WN1 2NN

Ask 3 Questions



Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:

1. What are my options?
2. What are the positives and negatives of each option for me?
3. How do I get support to help me make a decision that is right for me?

How We Use Your Information

For details on how we collect, use, and store the information we hold about you, please see patient information leaflet, Ref. **Corp 006** How we use your information, this can be found on the Patient Information Leaflets page on the Trust website, see details on the front cover.

This leaflet is also available in audio, large print, braille, and other languages upon request.
For more information please ask in the department/ward.

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Footwear

Surgical Appliance Service

Patient Information

The Patient Information Leaflets page on the Trust website is available on the link:
[https:// www.wvl.nhs.uk/patient-information-leaflets](https://www.wvl.nhs.uk/patient-information-leaflets)
or scan the QR code.



EMPLOYER RECOGNITION SCHEME

GOLD AWARD 2021
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Author ID: JP
Leaflet Ref: CM 002
Version: 3
Leaflet title: Footwear-Surgical Appliances
Last review: January 2023
Expiry Date: January 2025

The supply of surgical footwear

You will be supplied initially with one pair of shoes or boots. These will be reviewed after you have worn them for a time and a second pair may be issued at the discretion of the Podiatrist or Orthotist.

Wearing your new footwear

New footwear should be “worn in” slowly. Start by wearing them for a period of 5 minutes and slowly increase this time each day. After each period of wear check your feet for any signs of rubbing or redness.

If any rubbing does occur don't wear the shoes and contact the department immediately.

Repairs

Whether you are given “bespoke” footwear (that is made-to-measure), or “stock” footwear, they must be brought to the department for repair.

You should bring them in for repair before they wear too far down. Soles should be checked to see if they are getting thin and should not be allowed to wear within an 1/8” (3.175mm) of the upper at the toe.

Heels should be repaired if they are worn by more than ¼” (6.35mm) in any area.

If your shoes wear particularly badly or unevenly, or in any way which adversely affects your walking pattern, please contact the department.

Any shoes that are allowed to wear down at the heel, or through the sole, which puts them into a condition which may be beyond repair, may not be replaced by the department.

Footwear brought in for repair must be in clean condition.

Looking after your footwear

You are responsible for keeping your footwear in good condition. It should be cleaned regularly, and the leather should be well polished to repel water and maintain its condition.

If your footwear does get wet, it should never be dried in front of any direct heat source but should be stuffed with paper and allowed to dry at normal room temperature.

Replacing your footwear

When you feel that your footwear is becoming beyond repair, contact the department for an appointment to review it.

You must bring any footwear supplied by the department to this review, as new footwear can

only be issued after we have assessed your current/previous pairs. If you have any problems with or queries about your footwear, please contact the department on the following telephone number:

Surgical Appliance Services

Leigh Infirmary Tel: 01942 264055

Wrightington Hospital Tel: 01257 256220

Wigan Chandler House Tel: 03007071229

Useful information

Repairs: Drop off and Collections

Leigh Infirmary

Surgical Appliances Dept

Wednesday 9am until 12 noon.

Wrightington Hospital

Surgical Appliance Dept

Tuesday 9am until 12 noon.

Wigan Chandler House

Surgical Appliance Department

Thursday 9am until 12 noon.