

What to expect from your initial podiatry appointment and assessment

Other formats

If you need this information in another format such as audio CD, Braille, large print, high contrast, British Sign Language or translated into another language, please contact the PALS desk on 01271 314090 or at ndht.pals@nhs.net.

What is the North Devon Podiatry Service

The North Devon Podiatry Service aims to provide a comprehensive foot health service to the local population. Health promotion underlies all podiatric activity. Patients are encouraged to take responsibility for assisting with their own foot health. We have clinics throughout North Devon and every effort is made to see you at a location of your choice. Patients may be offered alternative venues for specialist clinics or if appointments become available sooner at a different location.

Initial podiatry assessment appointment

Following your recent application for podiatry treatment, you have been given an appointment for an initial assessment. This leaflet is intended to give you an idea of what the assessment appointment involves and why we carry it out.

What happens at my initial assessment?

Your assessment will take approximately 30 minutes. The Podiatrist will ask you for your consent to complete the assessment and what and how you would like any information relayed to you.

Please bring details of your current medication you take and any medical condition to your appointment.

During your assessment you will be asked a variety of questions about you and the reason you have been referred. A review of your medical status and a footwear evaluation will take place along with a few simple and painless tests. These tests are to check the circulation in your feet and to discover if you have normal sensation in your feet. At the end of the assessment the podiatrist will discuss with you whether or not you are eligible for treatment.

You may be assessed by either a male or female podiatrist and sometimes there may be a podiatry student or another healthcare professional in attendance who may be on placement with us.

What shall I wear

We recommend that you wear loose fitting clothing, and shoes and hosiery that can easily be removed. Ladies may find it more convenient to wear socks rather than stockings or tights. Also, please wear or bring the shoes you tend to wear the most often.

Why do I need an assessment?

An assessment is necessary to enable the podiatrist to obtain a complete history of your general health and your foot problems.

The assessment process enables us to target our services towards people who are considered to be high risk because they have a medical condition that affects their feet.

For example, those who have:

- Diabetes
- Rheumatoid (not osteo) arthritis
- Poor circulation
- Loss of feeling in the feet

Or those taking certain medicines. For example:

- Immunosuppressant e.g. Methotrexate
- Chemo / radiotherapy

May I bring a family member or friend?

Yes, you are welcome to bring someone with you if you wish to do so. However, some clinics are quite small so space is limited and they may not be able to come into the clinic with you. Please note that patients under the age of 16 must be accompanied by a parent or guardian.

After the assessment

Following the assessment, you will be offered one of the following options:

- Discharged with advice and education about how to self-manage your footcare.
- Access to a podiatry healthcare assistant
- Access to podiatrist for a course of treatment/education, usually followed by discharge unless you have been classed at a higher risk.
- A patient initiated follow-up (PIFU) appointment, giving you more flexibility to make appointments if you develop an urgent foot problem. A podiatrist will triage your concerns, providing advice and/or an appointment to attend clinic.

If you are eligible, a treatment plan will be agreed between yourself and the podiatrist. Further treatment will be arranged for a later date.

What happens if I do not agree with the outcome of my assessment?

You have the right to ask for a second independent assessment to be carried out by another podiatry team member.

Please be aware that we do not treat people for 'routine' nail care if you do not have a pre-existing medical condition that affects your feet and is deemed high risk.

If you have been found not to be eligible for treatment, you may apply for re-assessment if your medical circumstances change.

Important Information

All patients are encouraged to take responsibility for managing their own foot condition. In circumstances where patients present with footwear related problems such as corns and callous, the podiatrist may recommend a change in footwear.

Successful podiatry intervention to improve or prevent you developing a foot problem may be dependent on you following these recommendations and failure to comply will affect treatment given and may result in you being discharged from the NHS Podiatry Service.

Checklist

Please bring with you:

- Your appointment letter
- Details of your medication you take and medical history
- Any insoles issued in the past
- Normal footwear worn the most
- Reading glasses if you use them
- Any dressings that are being used to dress a wound on your foot

Please contact the podiatry service if you:

- Require further information
- You cannot attend your appointment

Further information

For further information about your podiatry assessment, please contact:

North Devon Podiatry Services

Barnstaple Health Centre
Vicarage Street
Barnstaple
North Devon
EX32 7BH

Tel: 01271 341509

Email: ndht.podiatry@nhs.net

PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or email ndht.pals@nhs.net. You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

Have your say

Royal Devon University Healthcare NHS Foundation Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

'Care Opinion' comments forms are on all wards or online at www.careopinion.org.uk.

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