

Dear patient,

Your new In-Shoe Orthotics

Please find enclosed your in-shoe orthotic to help manage your foot problem. Although this is made to improve your foot symptoms, sometimes the full therapeutic effect takes a while to happen.

The in-shoe orthotic has been provided to help with your presenting condition, it will help put your foot in the best position however, you will need to work with the orthotic to help position your foot as well as possible. The assessing clinician would have discussed this with you before providing it.

When you first get this we usually advise building up the wear time over one to three weeks. In general, progressively increasing the length of time you wear the orthotic is advisable e.g. an hour today, two tomorrow and 3 the next etc.. Occasionally they are comfortable from the outset.

The orthotic will alter the relationship between some of the joints in your foot and to a lesser extent in the rest of your body. This is not normally a problem however occasionally adjustment aches and pains can occur. Providing these are temporary and not building up and getting worse they should pass. If not, stop wearing the orthotic and consult your clinician.

What can we provide?

- SMSKP can offer one pair of semi bespoke or bespoke orthotics once a year
- If you need more than one pair you will need to purchase them
- SMSKP offers one pair of off-the-shelf orthotics. Further pairs will need to be purchased
- Replacements will only be considered on a yearly basis.
- Replacements will only be provided when the device is beyond economic repair or a change of device is required following assessment to establish your clinical need.
- Lost insoles will incur a replacement charge
- Damage to orthotics that are not attributed to SMSKP in any way (e.g. the dog chewed them) will need to be replaced by the patient at their own cost

There are their situations where we might offer patients have more than one pair without cost to the patient these are rare and in these cases the clinician will need to clearly justify the reason for this.

How do I organise a replacement of my orthotics?

- Off the shelf devices should be self purchased
- If your clinical condition has changed you will need a reassessment
- If you feel your condition is the same but the orthotic device needs reviewing after one year you can self-refer for a re-assessment where the clinician can determine whether the orthotics are still appropriate or whether the prescription has changed.
- There is no time limit attached to this providing we originally saw you and provided the orthotic device

Thank you.

Foot & Ankle Pathway