

Alternative Sources for routine foot care

If you wish to use an alternative care provider because you cannot care for your feet or because you have ongoing simple foot problems that the NHS cannot locally provide help with, the following information may be useful. It is highly recommended that you only see a HCPC (Health & Care Professionals Council) registered Podiatrist. Attending an HCPC registered Podiatrist or Chiropodist ensures safety and proficiency.

How to check if a podiatrist or Chiropodist is HCPC Registered

- HCPC registered health professionals will have the letters HCPC in their title or on their advert
- They will be able to show you a certificate or ID badge
- You can check on-line at www.hcpc-uk.org.uk/check
- Telephone HCPC Registration department on 0845 300 6184

Feedback

The Podiatry service recognises the importance of your experience as a patient. We aim to listen to you, respond in a timely way and learn from you to help improve our services. Always speak to the clinical staff if you have any queries or are unhappy with any aspect of the service. Most often, our staff can deal with your query straight away.

Do you have a concern, complaint or comment?

If you wish to make a compliment, comment or complaint please contact: Patient Relations Team, Worcestershire Health and Care Trust Isaac Maddox House, Shrub Hill Road, Worcester, WR4 9RW

Tel: 01905 681517 Email: Whcnhs.pals@nhs.net

Do you have a communication or information support need?

If so please contact the person who gave you this leaflet so that those needs can be recorded and responded to.



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Information for patients

Podiatry Service

Podiatry is the diagnosis and management of conditions, diseases and disorders of the feet and lower limbs. The Podiatry Service aims to provide high quality and timely accessible foot health services for the people of Worcestershire.

For ongoing podiatry care the priority is for patients who are most at risk of developing serious complications of foot problems, such as ulceration, infection and amputation.

At your initial appointment you will be assessed, which will include looking at your medical history, medication, your presenting foot problem and your foot circulation and sensation will be assessed by the podiatrist. From this assessment the podiatrist will be able to advise you if you are 'at risk' and therefore would receive on-going treatment/care. Also the footwear that you use on a daily basis will be assessed and advice on this may be given if needed by the podiatrist.

Patients who receive on-going treatment may include/have:

- Poorly controlled diabetics, patients with neurological conditions, foot ulcerations, lower limb amputations, surgical wounds or diabetic patients with painful corns and callus.
- Patients with very poor circulation or significant symptoms of vascular disease
- Patients with reduced foot sensation
- Wound / Ulcer management
- Require minor surgery for painful or infected ingrowing toenails
- Musculoskeletal conditions of the feet that require treatment.

What the podiatry service does not cover:

- Personal foot care, such as toe nail cutting and skin care.
- Toe nail cutting for diabetic patients, who have good circulation and sensation to their feet
- Toe nail cutting for patients having difficulty reaching their feet
- Toe nail cutting for those patients who are able to cut or file their own nails, or have friends, relatives and carers that can assist with this.
- Treatment of fungal nail and skin infections.

- Annual foot checks for patients with diabetes, who have no podiatric foot conditions, these will continue to be done at your Doctors Surgery.
- Verrucae and wart treatments.

Leaflets can be accessed on www.hacw.nhs.uk/our-services/podiatry-service regards basic foot care advice and nail cutting.

What information does the podiatry department require from you?

Please bring a list of medication and a brief medical history and information on your condition. Providing all of this information ensures that your assessment and treatment is as comprehensive and detailed as possible.

What happens after assessment?

The Podiatrist will agree a treatment plan with you which may include:

- Short term intensive treatment
- On going treatment
- Referral to another service
- Foot care and footwear advice
- Discharge

For any treatment to be effective cooperation is vital and it is important that you follow the advice and treatment plan provided by the Podiatrist. During your care with the department, you will be seen by different members of the team, so you can benefit from their combined knowledge and skills.

Accessing the service

A referral to the service is always through a Health Care Professional such as your Doctor, Consultant, Practice Nurse, Physiotherapist or District Nurse. They will refer you if he / she feel that you fit the criteria for treatment.