

## Podiatry Service

### Your first appointment

#### What to bring with you

- A list of all medications you are currently taking
- Your appointment letter which contains your Reference Number

#### How to prepare for your appointment

- Ensure the Podiatrist has easy access to your feet e.g. wear socks and shoes rather than tights
- Wash your feet before coming to the clinic
- Remove any nail polish from toe nails
- Wear supportive footwear with a fastening (buckle, Velcro or lace-up). Footwear advice will be provided to help you with your podiatry needs.

#### If you have any special requirements

For example: -

- You would like someone to accompany you
- You need the help of an interpreter
- You have a preference as to whether the Podiatrist is male or female

### Please note that we are not able to make any transport arrangements

#### On the day

- On arrival at the clinic, please take a seat in the waiting room until you are called
- Please try to attend on time to ensure prompt running of the clinics. Late arrival at your appointment may result in you not being seen that day.
- Allow 30/40 minutes for your first appointment but be aware that your visit could take longer if the clinic is busy.
- The podiatrist will introduce him/herself
- They will ask questions about your health and mobility problems
- They will ask why you are there, what problems you have, what you expect from the podiatry department
- They will look at and examine your feet and legs
- The podiatrist will then explain what they can do for you: -
  - They may offer a course of treatment
  - They will give you advice on caring for your own feet
  - They will discuss your future foot care plans
- They will discuss and explain the discharge procedure when treatment is complete
- You will be advised on how to access the service in the future

## After Care

- Your feet may feel tender after any treatment you receive so consider your transport arrangements for the journey home.
- You may have bulky dressings/padding – wear roomy shoes to accommodate these or bring an extra pair of shoes with you
- Future access arrangements or appointments will be made if necessary.

If any arrangements are needed to enable you to attend the appointment or you need to re-arrange the appointment please contact the podiatry call centre on:

**0116 22 55 118**

**Monday to Friday**

**Between 9:00 a.m. and 4:00 p.m.**

**Outside of these hours the Podiatry service operates an answerphone system where you can leave a message and we will get back to you or alternatively you can email us on [podiatryappointments@leicspart.nhs.uk](mailto:podiatryappointments@leicspart.nhs.uk)**

### **Missed Appointment Policy**

If you fail to attend your appointment without prior notice, you will not be routinely offered another appointment

You will be discharged and your GP / Consultant will be notified.

If you need to rearrange your appointment please inform us with as much notice as possible so that we can offer your appointment to someone else.

Please note that if you cancel or change your appointment with less than 24 hours' notice, this will be counted as a missed appointment because it cannot be refilled in time.

To rearrange your appointment please contact us on:

**0116 22 55 118**

**Between the hours of 9:00 a.m. and 4:00 p.m.**

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We have had to introduce this strict policy as it is estimated that missed appointments cost the NHS in excess of £160 million pounds per year.

Thank you for your cooperation.