



<p>If you require translation services or a copy of this document in other languages, audio tape, Braille or larger print, please speak to a member of CWP staff, e-mail info@cwps.nhs.uk or write to: We welcome any suggestions you have, please send your comments, concerns, complaints and compliments to: PALS, complaints and incidents team, Trust Headquarters Redesmere, Countess of Chester Health Park, Liverpool Road, Chester CH2 1BQ.</p>
<p>যদি আপনার ট্রান্সলেশন সার্ভিসের বা এই দলিলের কপি অন্য ভাষায়, অডিও টেপে, ব্রেইল বা বড় ছাপায় দরকার হয় তবে অনুগ্রহ করে সিডব্লিউপি এর স্টাফদের সাথে কথা বলুন, ইমেইল করার ঠিকানা info@cwps.nhs.uk বা কমিউনিকেশন, চেশায়ার ও উইরাল পার্টনারশীপ এনএইচএস ফাউন্ডেশন ট্রাস্ট, আপটন লী, কাউন্টস অফ চেস্টার হেলথ পার্ক, লিভারপুল রোড, চেস্টার, সিএইচ২ ১বিবিকিউ ঠিকানায় লিখুন।</p>
<p>如果您需要翻譯服務或想索取這份文件的其他語文、錄音帶、凸字或大字體版本，請向我們的職員查詢。您亦可以寄電郵至 info@cwps.nhs.uk 或寄信到 Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p>
<p>જો તમારે ભાષાંતર સેવાઓ અથવા આ દસ્તાવેજની બીજી ભાષાઓમાં નકલ, ઓડિયો ટેપ, બ્રેઇલ અથવા વિશાળ ફન્ટની છપાઈની જરૂર હોય, તો કૃપા કરીને સીડબ્લ્યુપી (CWP) ના કર્મચારીઓ સાથે વાત કરો, ઈમેલ કરો: info@cwps.nhs.uk અથવા આ સરનામે લખો: Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p>
<p>यदि आपको अनुवाद सेवाएं या इस दस्तावेज की अन्य भाषाओं में नकल, ऑडियो टेप, ब्रेइल लिपि या विशाल आकार में छपाई की आवश्यकता हो, तब कृपया सीडब्ल्यूपी (CWP) कर्मचारीयों के साथ बात कीजिये, या ईमेल कीजिये: info@cwps.nhs.uk या इस पते पर लिखिये: Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p>
<p>Jeśli wymagane jest tłumaczenie lub kopia niniejszego dokumentu w innych językach, na taśmie magnetofonowej, w języku Braille'a lub dużym drukiem, prosimy o skontaktowanie się z członkiem personelu CWP (Organizacja partnerska krajowego systemu zdrowia regionów Cheshire i Wirral) lub przez pocztę elektroniczną: info@cwps.nhs.uk lub na adres: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p>
<p>Os oes arnoch angen gwasanaeth cyfiethu neu gopi o'r ddogfen hon mewn ieithoedd eraill, tâp sain, Braille neu brint mawr, siaradwch ag aelod o staff CWP, e-bost info@cwps.nhs.uk neu ysgrifennwch i: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p>

Feedback

We welcome any suggestions you have, please send your **comments, concerns, complaints and compliments** to: **PALS, complaints and incidents team**, Trust Headquarters Redesmere, Countess of Chester Health Park, Liverpool Road, Chester CH2 1BQ.

For more information see www.cwps.nhs.uk

© CWP NHS Foundation Trust

The information in the leaflet was valid at the date of production **Jul 2018** and is due for review in **Jul 2020**.

Leaflet code: **F-PRAC-18-685**

Your podiatry review/assessment explained

Information for patients who are attending the podiatry clinic for a review or assessment

Podiatry Service Administration Office

Room 65 1829 Building
Countess of Chester Health Park
Liverpool Road
Chester CH2 1HJ

Telephone (01244) 385000
Visit www.cwps.nhs.uk

Office opening hours:

Monday to Friday 9.00am – 12.30pm and 1.30pm – 4.00pm

Why am I being reviewed or assessed?

A review and assessment procedure for new and existing patients has been introduced, to help us identify those people with a definite medical and clinical need for treatment.

The review and assessment procedures ensure that everyone is reviewed or assessed fairly and consistently based on their medical need. The procedures do not discriminate on the basis of age.

How do the review and assessment procedures work?

At a review or assessment appointment the podiatrist will:

- Assess and evaluate your foot health needs in relation to any medical conditions you may have.
- Establish your foot health needs and risk status (the risk predicts the chances of developing a pressure, neuropathic (loss of feeling) or ischaemic (loss of circulation) foot ulcer.

What are the possible outcomes of a review and assessment?

Possible outcomes are:

- Discharge because you have good foot health and a no or low risk status.
- Given an episode of care and then discharged.
- Given an ongoing care plan that will be reviewed at regular intervals.
- Be referred to another service that is better placed to achieve the best outcome in resolving your problem
- Patients who would rather not receive the recommended treatment to resolve their condition will be discharged when appropriate to do so.
- Patients who are discharged will be given a discharge pack to help them maintain their good foot health which includes a list of Health Care Professions' Council (HCPC) State Registered Podiatrists.

Whilst we acknowledge that people currently receiving treatment may be concerned, those patients who medically require our specialist care and treatment will be unaffected.

Can I appeal or seek a second opinion?

Unfortunately no; all patients will undergo a thorough and robust clinical assessment to ensure they have good foot health and are not at risk of developing a pressure, neuropathic or ischaemic foot ulcer before being discharged.

Can I re-apply if my circumstances change?

Yes. If you do not have diabetes and your medical circumstances change and you have a problem with your feet then, you may become eligible for NHS podiatry treatment. Your GP or Practice Nurse should make an application to us on your behalf or, if you are seeing a non NHS podiatrist or other foot health practitioner (basic toenail cutter), they can make a referral for you.

What do I do if I have diabetes and develop a problem with my feet?

You can self-refer back into the service by writing to us or if your problem needs urgent attention you can call us on 01244 385000.

How can I prepare for my review / assessment?

- Please bring a list of your current medication with you.
- We recommend your wear clothing and hosiery you can remove and put back on easily.
- Attend in the shoes you wear most often.
- Please arrive in plenty of time; if you are late the podiatrist may not have the time to provide a full assessment and treatment.
- Parking at the clinic may be limited.
- If you are unable to keep your appointment it would be appreciated if you could let us know at least 24 hours beforehand.
- If you do not let us know and fail to attend for your appointment and we have been unable to contact you, you will be discharged and your GP will be informed.

Patient Advice and Liaison Service (PALS)

PALS ensures that the NHS listens to patients, relatives, carers and friends. It answers questions and resolves concerns as quickly as possible. If you have a query or concern telephone the PALS directly on 0800 195 4462 or ask the podiatrist for a PALS information leaflet.

People who access our services are welcome to talk to the Team Manager if they are experiencing any problems with their care.