Welcome to the Podiatry Service

Department of Podiatry
Community and Therapy Services Group

This leaflet has been designed to provide you with important information about your appointment, and to answer some common queries that you may have.
Introduction
The Podiatry service provides with the assessment, diagnosis and treatment of conditions affecting the lower limb. This leaflet has been designed to give you information on the service prior to your first podiatry appointment.

Who we are
The Podiatry service provides a full range of treatments to people who have a medical need and related foot problems. Podiatry services are delivered by a team who are registered with the Health and Care Professions Council. They work in partnership with patients, carers and other health care professionals. The service is based on medical and podiatric need.

What we do
The podiatry service provides assessment, education and treatment for patients who have foot problems. All new patients will be assessed according to their individual podiatry need and if eligible for treatment, a care plan will be agreed with you.

A care plan may consist of:-
Education / advice on foot care leading to discharge from the service.
A one off treatment leading to discharge from the service.
A short term care plan leading to discharge for acute problems
A long term care plan for ongoing management of foot problems for those with medical need.

Your care plan will be further explained to you at your first appointment.

Where we are
Grimsby Community Clinic
Kingsley Grove
Grimsby
NE Lincs DN33 1DW
Tel: 01472 875355

Ironstone Centre
West Street
Scunthorpe
North Lincs DN15 6HX
Tel: 01724 292140

Opening Hours
Monday-Friday 08:30am-5pm
The podiatry service is also available at various community clinics within the area and you will be seen at the clinic most convenient for you.

What to do for your first appointment
Please be punctual for your appointment. If you are unable to attend please notify the clinic on the above number as soon as possible so that we can offer the appointment to someone else.

Please bring with you a full list of your medical history and any medication that you take. This will enable the podiatrist to complete your assessment accurately.

Ensure that shoes and hosiery can be easily removed. It may be easier to wear pop socks instead of tights.

You are welcome to bring a relative, carer or friend with you to your appointment.

Please ensure that you complete and bring with you the consent form sent with your appointment information.

For more information about our Trust and the services we provide please visit our website. www.nlg.nhs.uk
Useful references and information

Health and Care Professions Council
Park House
184 Kennington Park Road
London SE11 4 BU
Tel: 0845 300 4472
www.hpc-uk.org/

Society of Chiropodists and Podiatrists
1 Fellmongers Path
Tower Bridge Road
London SE1 3LY
Tel: 020 7234 8620
www.feetforlife.org/

Diabetes UK
Macleod House
10 Parkway
London NW1 7AA
Tel: 020 424 1000
www.diabetes.org.uk/

Arthritis Care
18 Stephenson Way
London NW1 2HD
Tel: 020 7380 6500
www.arthritiscare.org.uk/

Concerns and Queries
If you have any concerns / queries about any of the services offered by the Trust, in the first instance, please speak to the person providing your care.

For Diana, Princess of Wales Hospital
Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01472) 875403 or at the PALS office which is situated near the main entrance.

For Scunthorpe General Hospital
Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01724) 290132 or at the PALS office which is situated on C Floor.
Alternatively you can email: nlg-tr.PALS@nhs.net

Confidentiality
Information on NHS patients is collected in a variety of ways and for a variety of reasons (e.g. providing care and treatment, managing and planning the NHS, training and educating staff, research etc.).
Everyone working for the NHS has a legal duty to keep information about you confidential. Information will only ever be shared with people who have a genuine need for it (e.g. your GP or other professionals from whom you have been receiving care) or if the law requires it, for example, to notify a birth.
Please be assured however that anyone who receives information from us is also under a legal duty to keep it confidential.

Moving & Handling
The Trust operates a Minimal Lifting Policy, which in essence means patients are only ever lifted by nursing staff in an emergency situation.
Patients are always encouraged to help themselves as much as possible when mobilising, and if unable to do so, equipment may be used to assist in their safe transfer.
If you have any questions regarding moving and handling of patients within the Trust, you may speak to any member of the nursing staff, the designated keyworker within the department or the Trust Moving & Handling Coordinator.

Zero Tolerance - Violent, Threatening and Abusive Behaviour

The Trust and its staff are committed to providing high quality care to patients within the department. However, we wish to advise all patients / visitors that the following inappropriate behaviour will not be tolerated:

- Swearing
- Threatening / abusive behaviour
- Verbal / physical abuse

The Trust reserves the right to withdraw from treating patients whom are threatening / abusive / violent and ensuring the removal of those persons from the premises.

All acts of criminal violence and aggression will be notified to the Police immediately.

Risk Management Strategy

The Trust welcomes comments and suggestions from patients and visitors that could help to reduce risk.

Perhaps you have experienced something whilst in hospital, whilst attending as an outpatient or as a visitor and you felt at risk.

Please tell a member of staff on the ward or in the department you are attending / visiting.