



# Podiatry Service

## Frequently Asked Questions

In order to meet the challenges of continuing podiatry service demands, NHS Western Isles Podiatry staff have produced the following infosheet to answer frequently asked questions.

### Q If I have a problem, how will I access the Podiatry service?

A Existing patients can contact the service directly to request a Patient Initiated Review [PIR].

You will be asked to provide us with details and photographs, where possible, to help us quickly assess whether your problem is very urgent, urgent or non-urgent.

New patients can complete a self-referral form which can be requested from the Podiatry Service or accessed from our webpage at: [www.wihb.scot.nhs.uk/our-services/podiatry/](http://www.wihb.scot.nhs.uk/our-services/podiatry/)

### Q Is my foot problem very urgent, urgent or non-urgent?

Very Urgent	Urgent	Non-urgent
<ul style="list-style-type: none"><li>• Ulceration (wound)</li><li>• Infection (redness, heat, swelling, pain, discharge from wound)</li><li>• Difference (between feet / legs) in temperature, pain or colour, especially if it has come on suddenly.</li></ul>	<ul style="list-style-type: none"><li>• Disabling pain</li><li>• Ingrown toenails which have pierced the skin (bleeding, discharge)</li><li>• Non-painful foot ulcers or wounds.</li></ul>	<ul style="list-style-type: none"><li>• Foot pain which is occurring regularly / not going away</li><li>• Extremely thick or misshapen nails that are causing discomfort</li><li>• Corns or callus which are causing discomfort.</li></ul>

Note. Please note we have limited appointments to deal with non-urgent problems.

### Q How do I manage my nails?

A There are things you or a relative/friend or carer can do to help keep your nails under control and keep you comfortable, such as filing them regularly.

There are also online resources for support on our website at:  
[www.wihb.scot.nhs.uk/our-services/podiatry/looking-after-your-feet/](http://www.wihb.scot.nhs.uk/our-services/podiatry/looking-after-your-feet/)

## Q When will my next diabetic annual assessment take place?

A We are recalling patients with diabetes for screening in order of priority, as capacity permits. Please remember to check your feet daily and contact us if you have a concern (see foot problem summary on previous page).

## Further help and information

If in doubt, please call the Podiatry Service on 01851 708285 for advice on your own particular problem. If you contact us for an appointment or submit a self-referral form, please provide your name, address, date of birth and details of your foot problem (including photographs where possible) to assist us in urgent and non-urgent cases.

If submitting photographs, these should be emailed with details to: [wi.podiatry@nhs.scot](mailto:wi.podiatry@nhs.scot)

## Contact

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HS1 2AF

Email: [wi.podiatry@nhs.scot](mailto:wi.podiatry@nhs.scot)

Tel. 01851 708285

Web: [www.wihb.scot.nhs.uk/our-services/podiatry](http://www.wihb.scot.nhs.uk/our-services/podiatry)

Note. We aim to return voicemails and emails by the next working day.

### Service opening times:

Mon -Tues: 8.30am - 5.45pm

Wed - Thurs: 8.30am - 5.30pm

Friday: 8:30am - 3pm

## We are listening – how did we do?

We welcome your feedback, as it helps us evaluate the services we provide. If you would like to tell us about your experience:



- speak to a member of staff
- share your story at: [www.careopinion.org.uk](http://www.careopinion.org.uk)
- visit our website: [www.wihb.scot.nhs.uk/feedback](http://www.wihb.scot.nhs.uk/feedback)
- tel. 01851 704704 (ext. 2236) - answering machine available if no one answers.