

Online self-care

The Podiatry Service webpage provides useful self-care information and videos about looking after your feet, caring for someone else's feet, alongside general advice if you have a specific foot problem.

View the webpage at: www.wihb.scot.nhs.uk/our-services/podiatry/looking-after-your-feet

Patient Satisfaction Survey

We would like to gather your views and hear about your experience of accessing the Podiatry Service to help improve the service and patient experience.

Visit: www.surveymonkey.co.uk/r/L6DQ9P2

Further Information

If you would like further information, contact:

Podiatry Service
Western Isles Hospital
MacAulay Road, Stornoway
Isle of Lewis, HS1 2AF

Email: wi.podiatry@nhs.scot
www.wihb.scot.nhs.uk/our-services/podiatry

Tel. 01851 708285
An answerphone is available and checked regularly for messages.

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
- visit our website: www.wihb.scot.nhs.uk/feedback
- tel. 01851 704704 (ext. 2236) - answering machine available if no one answers.



Bòrd SSN nan Eilean Siar
NHS Western Isles

Podiatry Service



The Podiatry service exists to ensure that the people of the Western Isles can achieve their optimum mobility and independence of movement, with the minimum of pain and disability, enabling them to undertake active and productive lives.

“A podiatrist diagnoses and treats disorders, diseases and deformities of the feet.”
Health and Care Professions Council (HCPC)

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Written by: Podiatry Department, Western Isles Hospital.

Disclaimer

The content of this leaflet is intended to augment, not replace, information provided by your clinician. It is not intended nor implied to be a substitute for professional medical advice. Reading this information does not create or replace a doctor-patient relationship or consultation. If required, please contact your doctor or other health care provider to assist you to interpret any of this information, or in applying the information to your individual needs.

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Podiatry services

The NHS Western Isles Podiatry Service is based at the Western Isles Hospital in Stornoway, with clinics held at the Uist and Barra Hospital in Benbecula, and St. Brendan's Hospital in Barra.

Services offered by the team include:

- Wound Management
- Diabetic Foot Screening
- Musculoskeletal Clinics (MSK)
- Nail Surgery
- General Clinics (offering help for other foot problems).

Our normal working hours are Mon-Tues 8.30am-5.45pm, Wed-Thurs 8.30am-5.30pm and Fridays 8.30am-3pm.

We prioritise very urgent and urgent care. Please note that NHS Western Isles' Podiatry Department does not provide personal nail care.

Referral to the service

- **Self-referral form** – accessible from the Podiatry Service website at: www.wihb.scot.nhs.uk, or by telephoning (01851) 708285.

A self-referral form can be posted out if you contact the Podiatry Service.

Please follow the instructions on the self-referral form fully. To help us in our assessment of your referral, please make your foot problem clear. Incomplete referrals will be returned which may cause a delay in your assessment.

If returning the form by email, please attach - where possible - an accompanying photograph of the foot problem to wi.podiatry@nhs.scot

- **Referral from other services** – e.g. GP, Community or Practice Nurse, Physiotherapist, or other healthcare specialists.

Requesting treatment on another's behalf

Relatives, carers and patient advocates (with consent from the patient) can also complete a self-referral form on their behalf.

Welfare Powers of Attorney that specifically include consent for treatment will need to include appropriate proof, such as a Certificate of Incapacity under Section 47 of the Adults with Incapacity (Scotland) Act 2000.

Assessments

Once we receive your referral, we can

assess how best to advise you.

Where necessary, a face-to-face clinic appointment may be offered. You should bring along an up-to-date medication list and footwear that you use regularly.

You may otherwise be sent a telephone appointment letter to discuss your referral and enable us to provide you with health education or information on self-management.

Patient Initiated Review (PIR)

If you are an existing patient and have a foot problem, you may contact the department to request a review. You may be asked to send a photograph, if possible, of your foot problem, to help us prioritise your clinical need.

When we have reviewed your information, we may offer you a telephone consultation or, if appropriate, a clinic appointment.

Home visits

Attending a clinic will always be the preferred option; it provides a safer clinical environment for both the patient and the podiatrist.

Home visits are carried out only for patients who are unable to leave the house. Due to the distances involved, home visits are not carried out on a regular basis.