

What if I can't use the telephone and need someone to speak for me?

We understand that it is not always possible for you to speak with us on the telephone.

You may ask someone to telephone Podiatry Direct on your behalf. If you are not able to speak on the phone AND you do not have anyone to speak on your behalf, you may choose to attend our Walk-In Clinic at Port Talbot Resource Centre (no appointment required).

If you can't use the Podiatry Direct service and are unable to attend Port Talbot Resource Centre Walk-In Clinic, you may write to the address at the end of this leaflet, explaining your difficulties and a face-to-face appointment will be arranged at a local clinic.

Can I use Podiatry Direct or the Walk-In Clinic if I already receive NHS Podiatry Services?

No. The telephone assessments and Walk-in services are for new patients only.

If you currently attend an NHS Podiatry clinic and have an enquiry about an appointment (or any queries relating to the service) please contact the appointments office:

☎ 0300 300 0024

If you wish to contact the department in writing:-

Podiatry Direct
Podiatry & Orthotic Services
Level 1, Port Talbot Resource Centre
Moor Road
Port Talbot
SA12 7BJ

sbu.podiatryandorthotics@wales.nhs.uk

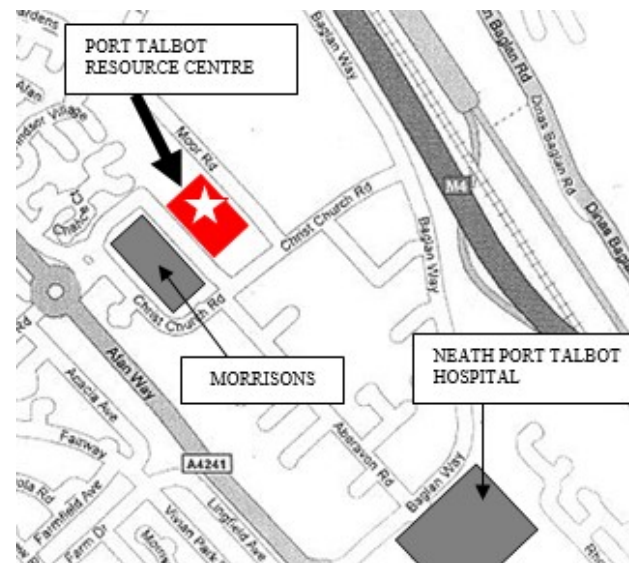


Podiatry Services For New Patients

Direct Access
Telephone Service
0300 300 0024

and

Walk-In Clinic
Port Talbot Resource
Centre



If you need advice for any foot-related problem and you are not currently a patient with the department there are two ways in which you can access the Podiatry Department as a new patient. You can use our Walk-In Clinic at Port Talbot Resource Centre or contact our Direct Access Telephone Service (Podiatry Direct).

Please note that the Podiatry Department does not offer a routine nail-cutting service. Specialist nail care advice and clinical treatment is only available where nails are abnormal and causing problems.

Why choose the Walk-In Clinic?

The benefit of attending the Walk-In Clinic without an appointment is that it includes a face-to-face assessment by a podiatrist. Treatment may also be provided where appropriate.

Please bring a list of any medicines you are taking.

Opening hours: Monday - Friday
8.45am - 3 pm
(closed Bank Holidays)

Please consider as this is a walk in service where no appointment is necessary, waiting times will depend on the number of patients who choose to attend on the day. If there are too many patients waiting you may be asked to return another day. The receptionist will be able to tell you how many patients are waiting and explain how long you should expect to wait before being seen by the Podiatrist.

Why choose the Direct Access Telephone Service?

This is a telephone service to provide direct access for advice and assessment of foot-related problems. You will speak with a podiatrist who will discuss your foot health needs and offer specialist advice. You will also be offered an appointment where appropriate.

Telephone: 0300 300 0024
Monday to Friday 8.45am - 4.15pm
(Closed bank holidays)

Alternatively you may email:
sbu.podiatryandorthotics@wales.nhs.uk

Who will I speak to?

A Health Professions Council Registered Podiatrist employed by SBU Health Board.

How long will the telephone call take?

The length of the telephone call will vary for each patient, but may take from five - twenty minutes.

What will happen when I telephone?

By telephoning us and leaving your details you are giving consent for a podiatrist to call you back to carry out a telephone assessment. You will be asked a number of questions so that the podiatrist can fully understand your problem.

You will be asked questions about:

- Your foot problem
- The medicines you are taking
- Any medical problems

Please have this information readily available when you telephone. It would also be helpful if you could have your hospital or NHS number available.

The podiatrist will then discuss with you the best way of helping you manage your foot problem. This may include one or more of the following options:

- Advice over the telephone.
- An appointment at a podiatry clinic where your foot/feet will be examined and a treatment plan agreed.

All patients needing an appointment will be seen according to the priority of their condition. Relevant health education information will be sent to you, if appropriate, following the telephone assessment.

What can I do if I can't get through?

Telephone lines can get very busy at certain times of the day. If the telephone line is busy this means that staff are on the telephone helping someone else.

Alternatively you may choose to email your request, or to attend our Walk-In Clinic at Port Talbot Resource Centre if you are experiencing difficulties getting through.