



Queen Victoria Hospital  
NHS Foundation Trust

# QVH Orthosis Care Sheet and Patient Initiated Follow Up (PIFU) Guide



## QVH orthosis care sheet

FOOTWEAR       INSOLES       AFO/UFO/KAFO

KNEE       BACK       NECK       OTHER

New       Adaption       Repair       Repeat

This device is a custom-made device manufactured specifically for your use. It has been measured/fitted/supplied by a qualified professional.

Should you experience problems, difficulties or require assistance regarding this orthosis, please contact the Orthotic Clinic.

- Ensure the orthosis does not have any signs of excessive wear
- Make sure the orthosis does not rub, cause pain or irritation
- If you cannot feel your feet, ensure that you take your shoes off regularly and check your feet for potential problems
- Do not attempt to modify the orthosis unless authorised by your Orthotist or Clinical Assistant
- Keep the orthosis away from sources of direct heat

**All new orthosis need to be phased in slowly. Start by wearing for one hour each day increasing the time by one hour every day until you are wearing them all day. if one hour proves too much try to wear for 15/30 minutes in the morning and 15/30 minutes in the evening, increasing the time by 15/30 minutes each day until you are wearing all day.**

Extra grey/blue insoles are supplied for sizing and comfort purposes, these can be taken in and out of the footwear as required. Place the grey/blue insole/s underneath the top insole provided with footwear.

Velcro straps have stitch lines where adjustments can be made. If the straps are too long please cut below the stitch line to give best fit.

Three-quarter length or sulcus Insoles – Please ensure the heel part of the insole is placed right at the back of the shoe and no movement occurs when placing your foot into the shoe.

Full Length insoles can be manufactured longer than actual feet so they may need to be trimmed to fit into footwear. Please ensure when trimming you do not trim right up to the end of your big toe leave a 3mm overlap to ensure no rubbing occurs. Trimming can be done by taking out old insoles and trim new ones to match or put against your foot/feet then draw or mark correct length and trim with a pair of sharp scissors.

**\*\*TRIM AT TOE END ONLY\*\***

The enclosed are designed to be worn as either a three-quarter length insole or a full-length insole subject to your preference.

The correct sized black top covering needs to be in place before use. Remove the brown/yellow covering to reveal the glue and place the black top cover onto the orange plastic insole. Guidelines are provided on the full-length insole. In addition, please note full-length insoles are often made longer than the actual foot so it is necessary to trim them, please see details above.

Please contact the Orthotic Department with any queries, if you require a repeat orthosis or wish to book a review. See the department contact details on page 5 of this leaflet.

## QVH orthosis allowance:

**1st year:** 1 or in some instances 2 appliances will be issued

**2nd & all consecutive years:** 1 repeat appliance (a GP letter may be required)

**Insoles:** There is no fixed time for renewal of insoles. They will be reviewed as requested and replaced when necessary

**Repairs:** Patients must contact the Orthotic Department if their appliance needs repair or replacement (a GP letter may be required)

**Footwear repairs:** 3 per annum (QVH is only obliged to repair the adapted shoe/boot)

**Footwear adaptations:** 3 per annum. Patients provide their own footwear

**Elastic Hosiery:** 1 pair of elastic stockings or tights will be supplied. Following the initial appointment the patient will be sent a letter detailing compression required. If a further supply is needed patients will be advised to visit their GP to obtain a prescription, giving the ability to acquire elastic hosiery from a local chemist.

**Wigs:** Alopecia patients may be supplied with 2 acrylic wigs initially then 1 annually as required. Other patients may be supplied with 1 acrylic wig annually as required. Human hair wigs are only supplied in extenuating circumstances and upon agreement with your referring consultant.

**Breast prosthesis:** Prosthesis will be replaced if they become faulty or if the patient changes shape and the prosthesis becomes unsuitable. There is no fixed length of time that a prosthesis will last, this will depend on the individual and their lifestyle. The fitter will discuss this with the patient.

# Patient Initiated Follow Up (PIFU)

**Specialty:** Orthotics  
**Telephone:** 01342 414509  
**Email:** [qvh.orthotics@nhs.net](mailto:qvh.orthotics@nhs.net)

**This part of the leaflet explains how you can access further support and advice regarding your Orthosis. If this leaflet does not answer your questions or concerns, please speak to your Orthotist or Clinical Assistant.**

## **What is patient initiated follow up?**

- Patient Initiated Follow Up (PIFU) is when a patient (or their carer) can request an additional follow up appointment (if required).
- This means if you have worries or concerns following your consultation in the outpatient clinic or you have further problems related to your condition, you can contact us and we will make another appointment for you to be seen.
- The reason we offer this service is that we want to give you more confidence, choice and flexibility in your care. It also reduces the number of unnecessary visits to the hospital and reduces waiting times for appointments.

## **How does patient initiated follow up work?**

- Instead of being given a follow up appointment which you may not need, you will be able to contact the service directly to arrange a follow up appointment if you feel you need it.
- You will stay on this PIFU pathway for the entire time you require an orthosis, it will not have an end date.
- If you need to be seen for conditions not related to your original orthotic referral, you will require a new referral from your GP or other healthcare professional.

## What do I need to do?

If you are not confident with your orthosis or the advice given, or you experience an unexpected deterioration in the symptoms you were originally referred with, please contact us to arrange another appointment.

Examples of reasons to contact us are:

- Not feeling confident with using your orthosis or understanding the advice given
- An unexpected deterioration in your original symptoms
- Orthosis is worn and no longer providing support
- Orthosis is no longer meeting treatment needs
- Orthosis is causing rubbing or blistering
- Orthosis requires repair
- Orthosis is beyond repair

Should you have other symptoms that suggest a medical emergency please do not hesitate to call 111 or 999.

## To book an appointment:

1. Call or email the appointment team  
*The department opening hours are 12 – 3pm Monday – Friday*  
*Telephone 01342 414509 or email [qvh.orthotics@nhs.net](mailto:qvh.orthotics@nhs.net)*
2. Explain that you are on a PIFU pathway
3. If leaving a voicemail or emailing please include:
  - Your full name and date of birth
  - Your hospital number and/or NHS number
  - A telephone number where we can call you between 12 – 3pm
  - Date of your last appointment (if known).

4. We will then arrange an appointment date and time.  
*Please note: the administrator may need to liaise with the Orthotist or Clinical Assistant and call you back to confirm*
5. Attend your appointment.  
*Please note: this could be a video, telephone or face-to-face appointment.*

## Frequently asked questions

- **How long will I have to wait before I receive an appointment?**

Because you are on the PIFU pathway, we will book you the next available appointment.

- **Could I get lost in the system?**

No. You are on a dedicated PIFU pathway and we check this regularly. You will not be discharged from the orthotics service.

- **When is PIFU not appropriate?**

PIFU is only appropriate for the condition for which we have treated you. For anything else, you will need to contact your GP or NHS 111 for advice.

PIFU is not suitable for providing urgent medical advice. In such a case you should contact your GP, NHS 111, your local Walk-in centre or, if you are really unwell, your local Accident and Emergency Department (A&E).

If you'd like to find out how you  
can support QVH,  
please visit [www.supportqvh.org](http://www.supportqvh.org)



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would like this leaflet  
in larger print or an  
alternative format.

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