

Your Orthotics service is changing



Important information for service users on changes effective from July 2015

Why is the service changing?

As demand for the Orthotics service increases, Livewell Southwest has been working with our commissioning bodies to ensure we continue to deliver a high standard of Orthotic care in a timely manner to those who require it. As a result, we have implemented changes to the referral and access criteria as summarised in this leaflet.

Referrals

A patient is eligible for referral to the service if they present with one of the conditions mentioned in the access criteria and not listed in the exclusion criteria. A summary of these are listed in this leaflet.

Referrals are accepted from Consultants, GP's, Extended Scope Practitioners (as part of a multi-disciplinary team), Physiotherapists, Podiatrists and Occupational Therapists.

Referrals from any other source will not be accepted. Some patients may be referred to other appropriate services such as occupational or physiotherapy. Some may also be advised of high street suppliers of devices such as orthotic insoles and footwear.



Access Criteria

The service covers a wide range of clinical areas where it is likely to provide health benefits, including:

- Orthopaedics - pre and post-operative joint support
- Rheumatoid arthritis and osteoarthritis - pain relief from custom bracing, preventing deterioration of joints and prescription of footwear (specialist Occupational Therapy input may be required for Hand Splints)
- Stroke - improving independence
- Elderly medicine - improving mobility
- Diabetes - reducing ulceration and amputation rates
- Sports injuries - joint rehabilitation (we do not provide orthotics for sports use)
- Cerebral palsy - contracture prevention, improving mobility and independence
- Polio limb dysfunction - improve independence and mobility
- Trauma - post-operative / post-injury bracing
- Vascular complication - pressure relief
- Other musculo-skeletal complications such as knee instability, spinal fractures, ankle replacements - support and pain relief during rehabilitation
- Foot and ankle deformities such as cavovarus, hyper mobile flatfeet and drop foot
- Biomechanical alignment for pain relief and prevention of deterioration of associated joints
- Neurological condition - stabilisation and proprioception feedback
- Falls prevention
- Adults with Learning Disability - contracture prevention, improving mobility and independence
- Leg length discrepancy

Exclusion Criteria and Out of Scope

Patients who meet any the following conditions are not appropriate for referral and therefore not covered in this service:

- Patients requiring compression hosiery (primary care provision)
- Patients requiring simple devices / splints (Consultant / OT/ Physio / primary care provision)
- Patients requiring a surgical opinion
- Patients with active Charcot joints, who are not under the management of orthopaedics or the diabetic MDT
- Patients with open ulcerated feet where not already under the care of a multi-disciplinary team, podiatry or nursing service
- Patients who are not registered with a GP within the designated Clinical Commissioning Group's geographical area
- Patients who are recognised at the point of referral / initial assessment as having little or no potential for further or sustained improvement through undertaking a course treatment
- Forefoot deformity with no relevant co-morbidity*
- Recurrent Patella dislocation
- Flexible flat fee with no associated symptoms and with no relevant co-morbidity*
- Routine Ponsetti management for the treatment of club foot
- Patients requiring bracing for the wrist and hand
- Idiopathic toe walking (tip toe walking)
- Forefoot adductus with no relevant co-morbidity*
- Hallux valgus / rigidus with no relevant co-morbidity*

*** the presence of one or more additional disorders or diseases which have an impact on the orthotic condition**

Devices excluded from provision

It is expected that for certain conditions, when no specialist clinical input is required from the Orthotics team, that patients will either be signposted by primary / secondary care for self-purchase of certain items or that simple stock solutions will be provided by primary / secondary care. This should include:

- Off the shelf (OTS) insoles for plantar fasciitis / metatarsalgia in the absence of relevant co-morbidities
- OTS Ankle braces for ankle inversion injuries
- OTS AFO's for flaccid foot drop, when the foot drop is in isolation and the patient has an available ankle range to at least 90 degrees
- Simple heel offloading devices for use at rest
- OTS soft knee braces for recurrent patella dislocation or Osgood schlatters etc
- OTS soft knee braces in the presence of mild osteo-arthritis and / or mild valgus/varus deformity
- OTS contracture management devices – Specialist Therapy teams
- Any wrist / hand provision
- Epicondylitis clasps
- Any stock elbow or shoulder device unless complex assessment is required

Note: There will be no provision by the Orthotics service for the management of the wrist and hand. This provision will be undertaken by specialist therapy teams or signposted for self-purchase where appropriate.

Domiciliary Visit Criteria

The service will only see a limited number of patients in the Domiciliary setting. This includes those who are bedbound 24 / 7, or are temporarily too ill to travel and where urgent input is required.

Product provision and repair for patients under the care of the Orthotics service

The following outlines the **MAXIMUM** allowance for products and services unless otherwise prescribed.

- **Insoles** - 1 pair with replacement when beyond economic repair
- **Childrens Footwear** – 1 pair with replacement when beyond economic repair or outgrown
- **Adult footwear** – 2 functional pairs with replacement when beyond economic repair
- **Footwear Adaptation** – 2 pairs per year on approval by orthotist
- **Ankle braces / Ankle Foot Orthoses** – 1 or 1 pair, with replacement when beyond economic repair
- **Knee Braces** - 1 with replacement when beyond economic repair
- **Knee Ankle Foot Orthoses** – 2 with replacement when beyond economic repair
- **Soft goods** – 2 issued for hygiene purposes: Example: cervical collar, abdominal
- **Corsets, foam limb supports**
- **Repair** – Any items sent for repair may be reviewed by the clinical team. If it is deemed that there is insufficient wear to warrant repair, the items may be returned unrepaired. If high volumes of repairs for any individual are noted, it is likely that a review with the individual will be requested in order to confirm the suitability of the prescription. The service will only repair footwear which has been ADAPTED by us and does not repair footwear with standard soles and heels.

Additional Information

Livewell Southwest will not supply:

- **Safety / Work footwear**
- **Recreational footwear** unless it is prescribed as part of a recognised clinical pathway, for example - Weight Management programme.



How will this affect my care?

These changes should have a positive impact on those who most require the service, as it will free up budget and resources, focusing on where Orthotic care is most needed.

Your clinical care will not be adversely affected

Contact details

If you require further information or wish to discuss the changes and how they could affect you, please contact our office:

Orthotics Department

Mount Gould Local Care Centre
200 Mount Gould Road
Plymouth
PL4 7PY

Tel: 01752 434229

Email: Livewell.plymouthorthotics@nhs.net

Alternatively, you can also contact:

Customer Services Department

First Floor
Windsor House
Tavistock Road
Plymouth
PL6 5FU

Tel: 01752 435201

Email: customerservicespch@nhs.net

www.livewellsouthwest.co.uk



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