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| <p>If you require translation services or a copy of this document in other languages, audio tape, Braille or larger print, please speak to a member of CWP staff, e-mail info@cwps.nhs.uk or write to: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p> |
| <p>যদি আপনার ট্রান্সলেশন সার্ভিসের বা এই দলিলের কপি অন্য ভাষায়, অডিও টেইপে, ব্রেইল বা বড় ছাপায় দরকার হয় তবে অনুগ্রহ করে সিডব্লিউপি এর স্টাফদের সাথে কথা বলুন, ইমেইল করার ঠিকানা info@cwps.nhs.uk বা কমিউনিকেশন, চেশায়ার ও উইরাল পার্টনারশীপ এনএইচএস ফাউন্ডেশন ট্রাস্ট, আপটন লী, কাউন্টস অফ চেস্টার হেলথ পার্ক, লিভারপুল রোড, চেস্টার, সিএইচ২ ১ বিকিউ ঠিকানায় লিখুন।</p> |
| <p>如果您需要翻譯服務或想索取這份文件的其他語文、錄音帶、凸字或大字體版本，請向我們的職員查詢。您亦可以寄電郵至 info@cwps.nhs.uk 或寄信到 Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p> |
| <p>જો તમારે ભાષાંતર સેવાઓ અથવા આ દસ્તાવેજની બીજી ભાષાઓમાં નકલ, ઓડિયો ટેપ, બ્રેઇલ અથવા વિશાળ ફંટની છપાઈની જરૂર હોય, તો કૃપા કરીને સીડબ્લ્યુપી (CWP) ના કર્મચારીઓ સાથે વાત કરો, ઈમેલ કરો: info@cwps.nhs.uk અથવા આ સરનામે લખો: Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p> |
| <p>यदि आपको अनुवाद सेवाएं या इस दस्तावेज की अन्य भाषाओं में नकल, ऑडियो टेप, ब्रेइल लीपि या विशाल आकार में छपाई की आवश्यकता हो, तब कृपया सीडब्ल्युपी (CWP) कर्मचारियों के साथ बात कीजिये, या ईमेल कीजिये: info@cwps.nhs.uk या इस पते पर लिखिये: Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p> |
| <p>Jeśli wymagane jest tłumaczenie lub kopia niniejszego dokumentu w innych językach, na taśmie magnetofonowej, w języku Braille'a lub dużym drukiem, prosimy o skontaktowanie się z członkiem personelu CWP (Organizacja partnerska krajowego systemu zdrowia regionów Cheshire i Wirral) lub przez pocztę elektroniczną: info@cwps.nhs.uk lub na adres: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p> |
| <p>Os oes arnoch angen gwasanaeth cyfiethu neu gopi o'r ddogfen hon mewn ieithoedd eraill, tâp sain, Braille neu brint mawr, siaradwch ag aelod o staff CWP, e-bost info@cwps.nhs.uk neu ysgrifennwch i: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p> |

Feedback

We welcome any suggestions you have, please send your **comments, concerns, complaints and compliments** to: **PALS, complaints and incidents team**, Trust Headquarters Redesmere, Countess of Chester Health Park, Liverpool Road, Chester CH2 1BQ.

For more information see www.cwps.nhs.uk

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Podiatry Service

Podiatry Service Administration Office

Room 65 1829 Building
Countess of Chester Health Park
Liverpool Road
Chester CH2 1HJ

Telephone (01244) 385000
Visit www.cwps.nhs.uk

Office opening hours:

Monday to Friday 9.00am – 12.30pm and 1.30pm – 4.00pm

Why have I been referred to the Podiatry Service?

You have a foot problem that can be treated by a podiatrist and you have a medical condition that can affect your foot health. The podiatrist will help you to improve or maintain your foot health and prevent problems occurring in the future.

What is podiatry?

It is a comprehensive foot health service treating a wide range of medical, structural and functional problems of the feet. It plays a key role in the management and prevention of foot health problems and provides clinical treatment when appropriate.

What happens now I have been referred?

You will be placed onto an 18 weeks referral to treatment pathway. This means either your referral must be rejected or you must receive your first appointment within 18 weeks of us receiving your referral. In most cases people are seen well within the 18 weeks.

Next, the lead podiatrist will look at your referral and make a decision based on the information provided by your referrer.

If the referral meets the access criteria which are based on the medical and podiatric needs written on the referral, a decision is made as to which part of the service will best suit your needs. For example, if you have an ingrowing toenail you will be referred to the nail surgery part of the service.

If the referral doesn't meet the access criteria the referral is rejected and we will let the referrer know.

You will receive a letter telling you about the part of the service you have been placed in, a leaflet explaining the assessment and an appointment letter at the same time or soon afterwards. Sending you a letter first allows us to telephone you and offer you a cancellation and see you sooner.

Patients awaiting urgent treatment may be contacted by telephone to arrange immediate treatment.

What should I do if I can't keep the appointment?

It would be appreciated if you could give at least 24 hours' notice if you are unable to keep an appointment. Please contact us (details on the front of this leaflet) to cancel or rearrange an appointment. If you do not let us know and fail

to attend an appointment and we have been unable to contact you, you will be discharged and your GP informed.

What happens next?

This is explained in the leaflet 'Your podiatry review/assessment explained'* mentioned above.

Where will I have my appointment?

We have 11 treatment venues across the Chester, Chester rural, Vale Royal, Ellesmere Port and Neston areas. We do our best to give you an appointment as close to home as possible but if you require a specialist intervention you may be asked to attend a clinic further away from home. This is like your GP sending you to hospital to have an x-ray or tests that can't be done in the GP Surgery.

A person must be totally housebound to receive a house visit.

Important things you need to know:

- The Podiatry Service does not routinely cut healthy toenails.
- If you are eligible to receive an episode of care or ongoing treatment you will be encouraged to take responsibility for assisting with your own foot health.
- If you feel the interval between appointments is too long you may choose to find an alternative provider in-between.
- Please ensure any alternative provider is registered with the Health and Care Professions Council (HCPC).
- If you choose not to follow the footwear advice then the podiatry treatment will not benefit you.
- If you do not require future treatment you will be given a Discharge Pack which contains information about how best to manage your foot condition and a list of HCPC State Registered Podiatrists.

Patient Advice and Liaison Service (PALS)

The PALS ensures that the NHS listens to patients, relatives, carers and friends. It answers questions and resolves concerns as quickly as possible. If you have a query or concern telephone the PALS directly on 0800 195 4462.