

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 write to the address below and a face to face appointment will be arranged.

Can I use Podiatry Direct if I already receive NHS Podiatry Services?

No.

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:

 **01639 683044**

(For use by current patients only)

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

Ref: 23497_CRP.Ltd. (023) 2086 9131



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Abertawe Bro Morgannwg
University Health Board

Podiatry & Orthotic Services Department

Podiatry Direct

Opening hours
Tuesday, Wednesday & Thursday
8.50am to 4.30pm
(except bank holidays)



01639 683054

**Direct Access
Telephone Service**

What is Podiatry Direct?

A telephone service to provide direct access for advice and assessment of foot related problems. You do not need to obtain a referral from your GP, Nurse or Consultant to use 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.

Who will I speak to?

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

How and when can I contact the service?

Please see the front of this leaflet.

How long will the telephone call take?

The length of the telephone call will vary for each patient, but may take from 5 - 20 minutes.

What will happen when I telephone?

By telephoning us and identifying yourself you are giving consent for a Podiatrist to carry out a telephone assessment. You will be asked a number of questions by the Podiatrist so that he or she 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, although this may vary depending on the day and time you call.

If the telephone line is busy this means that the Podiatrist is on the telephone helping someone else. You may wait a little while and try again or alternatively you can leave your name and telephone number including your area code on our answer machine and the Podiatrist will call you back as soon as they are available.