

Home visits

Attending a clinic will always be the preferred option. It provides a safer clinical environment for treatment for both the patient and the podiatrist.

Where appropriate, home visits are carried out in the Western Isles, for those patients who are physically bed or house bound.

It is important to note that due to the distances covered by the NHS Western Isles Podiatry Department, patients eligible for a home visit may see a delay, in comparison to attending a clinic.

Notes

Further Information

If you would like further information, then please contact:

Podiatry Department
Western Isles Hospital
MacAulay Road
Stornoway
Isle of Lewis, HS1 2AF

Email: wi.podiatry@nhs.scot
Tel. 01851 708285

An answerphone is available and checked regularly for messages.



Bòrd SSN nan Eilean Siar
NHS Western Isles

Podiatry Department

We are listening - how did we do?

We welcome your feedback, as it helps us evaluate the services we provide. If you would like to tell us about your experience:

- speak to a member of staff
- visit our website www.wihb.scot.nhs.uk/feedback or share your story at - www.careopinion.org.uk or 0800 122 31 35
- tel. 01851 708069 or 07814 071868 Monday-Friday between 9am-5.30pm.



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Written by: Podiatry Department, Western Isles Hospital.

Disclaimer

The content of this leaflet is intended to augment, not replace, information provided by your clinician. It is not intended nor implied to be a substitute for professional medical advice. Reading this information does not create or replace a doctor-patient relationship or consultation. If required, please contact your doctor or other health care provider to assist you to interpret any of this information, or in applying the information to your individual needs.

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The Podiatry service exists to ensure that the people of the Western Isles can achieve their optimum mobility and independence of movement, with the minimum of pain and disability, enabling them to undertake active and productive lives.

“A podiatrist diagnoses and treats disorders, diseases and deformities of the feet.”
Health and Care Professions Council (HCPC)

Podiatry Services

The NHS Western Isles Podiatry Department is based at the Western Isles Hospital in Stornoway, with clinics held at the Uist and Barra Hospital in Benbecula, and St. Brendan's Hospital in Barra.

Services offered by the team include:

- Multiple-disciplinary Foot Clinic (MDFC) as part of a wound management service
- Diabetic Foot Screening
- Musculoskeletal Clinics (MSK)
- Nail Surgery
- Foot Protection Clinics.

Our normal working hours are Monday-Thursday 9am-5.20pm, and 9am-4.20pm on Fridays.

We prioritise emergency and urgent care.

Referral to the service

There are several ways to refer to the Podiatry Department:

- **self-referral form** – accessible from the Podiatry Department website at: www.wihb.scot.nhs.uk, or by telephoning (01851) 708285. Forms can also be obtained from your GP Practice.
- **referral from other services** – e.g. GP, Community or Practice Nurse, Physiotherapist, or other healthcare specialists.

Please follow the instructions on the self-referral form fully. To help us assess your referral, please make your foot problem clear. Incomplete referrals will be returned asking for more details which may delay your assessment.

If you are returning your self-referral form by email, please attach an accompanying photograph of the problem area and email both form and photograph together to: wi.podiatry@nhs.scot

Please note that NHS Western Isles' Podiatry Department does not provide personal nail-care. FAQs are available on the Podiatry website or can be posted out on request.

Useful videos:

- **Looking after your feet when you have diabetes** - <https://healthandcarevideos.uk/diabetes?videoid=1556>
- **How to care for your feet** - <https://healthandcarevideos.uk/feet?videoid=1520>
- **How to look after your toenails** - <https://healthandcarevideos.uk/feet?videoid=1521>

Requesting treatment on another's behalf
Relatives, carers and patient advocates (with consent from the patient) can also complete a self-referral form on their behalf.

Welfare Powers of Attorney that specifically include consent for treatment will need to include appropriate proof, such as a Certificate of Incapacity under Section 47 of the Adults with Incapacity (Scotland) Act 2000.

Assessments

Ongoing COVID-19 restrictions mean our clinics have reduced capacity so we can protect both patients and staff. In addition, we have implemented additional infection control procedures and manage our patients attending appointments with social distancing.

Once we receive your referral, we can assess where and how best we can support you. We may contact you by phone to talk to you about your referral. During this conversation we may provide you with health education, or information on self-management.

If appropriate, we may then offer you a virtual appointment or face-to-face assessment in a clinic, if this is more suitable. Having to hand an up-to-date medication list, or footwear that you regularly use, is helpful.

Patient Initiated Review (PIR)

If you are an existing patient, or have been assessed as having a clinical need, then a PIR is a way of requesting an appointment with us.

Contact us on (01851) 708285 or email wi.podiatry@nhs.scot

You may be asked to send a photograph of your foot problem, to help us prioritise clinical need.