

How to contact us:

Call the GGC referral management appointment booking centre on:

☎ **0800 592 087**

or email:

✉ **appointmentsbookingcentre@ggc.scot.nhs.uk**

You should use this number for any questions relating to Orthotics.

Orthotic services are available in the following hospitals. We may give you the soonest appointment available across all sites but if you would prefer a specific hospital, you can request this.

- Gartnavel General Hospital
- Glasgow Royal Infirmary
- Queen Elizabeth University Hospital
- New Stobhill Hospital
- New Victoria Hospital
- Royal Alexandria Hospital
- Inverclyde Royal Infirmary
- Vale of Leven Hospital

If appropriate we may offer you a virtual appointment.

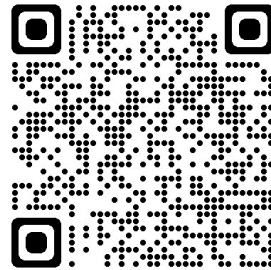
Video appointments are carried out via Near Me, and we will send you a link and instructions with your appointment letter. If you are unable to log on for a video call, the orthotist will telephone you to complete the appointment.

Further information

You can find more information at:

🌐 <https://www.nhsggc.scot/hospitals-services/services-a-to-z/orthotics/>

or scan the QR code below:



Advice about your

Orthotic insoles



Department of Orthotics

☎ **0800 592 087**

Insoles are designed to treat a number of foot and ankle problems and conditions by applying forces to your foot or ankle or offloading areas of high pressure. There are many different types and designs of insoles which will be personalised for you by your Orthotist. This leaflet will give you advice about your insoles.

Skin care

To minimise the risk of problems you should check your feet every day. If you are experiencing discomfort or the skin is inflamed or broken, please contact us immediately.

You should wear your insoles gradually starting with 30 minutes on day 1 and add an additional 30 minutes to 1 hour each day.

How to maintain your insoles

It is important to keep your insoles clean. You can wipe these clean with a damp cloth and mild soap. Let them dry naturally, away from a direct heat source (not over a radiator).

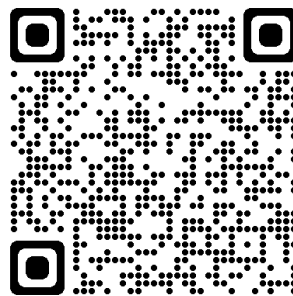
If your insoles have a top cover which has become loose or cracked, please contact the Orthotic Department for advice.

How to trim

If we have sent you your insoles by post, they may be too long for your shoes. You may need to trim the section at the end of the toes if the insole does not fit inside your shoe. To help you do this, you can use a previous pair of orthotic insoles or removable insoles from your shoes. Use this as a template by placing it on top of the new insoles, drawing around the shape and length at the end of the toes and trimming with a pair of scissors.

For more information please go to <https://www.nhsggc.scot/downloads/guide-to-trimming-your-insoles/>

or scan the QR code below:



Footwear advice

Increased depth at the toe and heel helps you to fit your orthotic insoles in your normal shoes. Buying shoes with a removable insole which you can take out helps to accommodate the orthotic insole.

Try to wear shoes that:

- Are adjustable fastening, either lacing or velcro, not a slip on.
- Have a heel height less than 4cm.

When to contact us:

If you have a problem **within 12 weeks** from receiving your insoles please contact us to book a review appointment, we will give you this over the phone.

If you have a problem and it has been **more than 12 weeks** since your previous appointment, we will add you onto the waiting list.

If the treatment we gave you was helpful and you would like to see us again for further treatment, please contact us and we will add you back onto the waiting list.