



## What is Orthotics?

Orthotics involves the assessment and treatment of muscles, tendons, ligaments, bones, joints, nerves and other structures in order to:

- Improve your movement and strength.
- Help you to do more of your normal activities.
- Help you reduce or manage your pain.
- Help you to understand and manage your problem with our support.

You can find useful information and advice about Orthotics at:



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

## About your appointment

When you call our booking centre, they will offer you the first available appointment in your area. They can offer you alternative sites, but it is important you attend the same site for all your Orthotic appointments. Where suitable we may offer you a virtual appointment (a telephone or video call). If you are unable to log on for a video call an orthotist will telephone you.

- Your first appointment and any follow up appointments may last between 20 – 40 minutes.
- We will try not to keep you waiting. If you have to wait more than 10 minutes please tell a member of staff.

## Appointment Reminder Call

This hospital uses an automated voice and text messaging system to remind you about your appointments.

This system asks if you will be attending your appointment. If not, we will give your appointment to another patient.

If you do not wish to receive the reminder call, please contact us on the telephone number or email address included in your letter.

## To cancel or change your appointment

- Please telephone ☎ 0800 592 087 with as much notice as possible. You can contact us between the hours of 8am–8pm Monday to Friday and 9am–1pm on a Saturday, excluding Public holidays. Or you can email ✉ [appointmentsbookingcentre@ggc.scot.nhs.uk](mailto:appointmentsbookingcentre@ggc.scot.nhs.uk)
- If you fail to attend without telling us in advance, or if you cancel on more than two occasions, we may remove you from our waiting list and write to your doctor. This is in line with NHS Greater Glasgow and Clyde's Did Not Attend and Cancellation Policy.

## Please remember to bring

- Loose clothing e.g. shorts, t-shirt or vest top as we may ask you to remove some of your clothes to make it easier for the orthotist to assess you.
- Please bring any previously issued devices with you as we need to review these at each appointment.

## Outpatient Check-in System

In some of our hospitals there is a patient check-in system for outpatients. This system uses a simple touch screen computer.

Please note:

- If you have any concerns or trouble using the system you can ask one of the guides or go directly to the clinic reception desk.

## What to expect

You will see a registered Orthotist, student or an orthotic assistant practitioner who will work with you to gain information to allow us to help you.

We may assess you physically which may involve touching the affected area, or by testing your movement and strength.

On video, we may ask to see you move the affected area or show your orthosis on camera. If needed we may arrange a face-to-face appointment

After your assessment, we will discuss your issue; agree goals and a treatment plan with you.

## Student Teaching

An important part of our work is teaching and training students. You have the right to decide whether or not you wish to see a student who is under supervision. We will ask you about this before your appointment.

## How can I get the most out of treatment?

Please ask if there is anything you don't understand. We would encourage you to ask the orthotist questions about your problem.

Help yourself and us by following any agreed advice and exercises we give you and attending your appointments on time. If you are late, we may not be able to see you.

Remember to let the orthotist know if there are any changes in your health which may affect your treatment.

## Patient Ambulance Transport

A hospital or clinic appointment does not mean you qualify for patient transport. If for medical reasons you need this form of transport, you or your carer should arrange this.

Please call the Scottish Ambulance Service on: ☎ 0300 123 1236 to determine your eligibility.

## Planning your journey

Information on public transport links to our sites is available from:

🌐 <http://www.travelinescotland.com> or telephone ☎ 0871 200 2233 (charges apply)

## Courtesy to staff

At your appointment you can expect staff to treat you politely with dignity and respect. Equally we expect you to treat our staff the same. We will not accept racial, sexual or any other kind of harassment, violent behaviour or abuse.

## Look after yourself

We are committed to promoting a healthy lifestyle and evidence has shown that to achieve general good health and wellbeing, you should address the following:

- Achieving your ideal weight and eating a balanced diet.
- Taking part in regular exercise.
- Reducing excessive stress.
- Stopping smoking.
- If drinking alcohol, do so in moderation.
- Work - remaining at or getting back to work.

If you would like any further information on the above points, your orthotist would be happy to discuss these with you.

## No Smoking

NHS Greater Glasgow and Clyde operates a Smokefree Policy.

There is new legislation which bans smoking within a 15-metre perimeter of NHS buildings.

## Comments and Suggestions

We welcome comments and suggestions about any aspect of your attendance at the hospital.

Please speak with a member of staff or you can use our online feedback system.

<https://www.nhsggc.scot/contact-us/get-involved/share-your-feedback/>

You can also comment on Care Opinion

🌐 [www.careopinion.org.uk](http://www.careopinion.org.uk)

## Complaints

If you wish to complain then in the first instance speak with a senior member of staff.

You can ask for a guidance leaflet which is available from all clinics. You can also contact the Complaints Office on: ☎ 0141 201 4500 or email: ✉ [complaints@ggc.scot.nhs.uk](mailto:complaints@ggc.scot.nhs.uk)