

# Podiatry Appointment

## What is Podiatry?

The Podiatry service in NHS Greater Glasgow and Clyde (NHSGG&C) provides triage, screening, assessment, diagnosis, treatment and foot health education to patients with a lower limb condition or a systemic condition that affects the lower limb.

Please note we do not provide personal footcare (PFC) services.

You can find useful information and advice at:  
[www.lookafteryourfeet.info](http://www.lookafteryourfeet.info)

## About your appointment

- Your first appointment may last up to 40 minutes.
- Follow up appointments may last up to 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.

## What to expect?

You will see either a qualified podiatrist or student podiatrist under the supervision of a qualified podiatrist. We will ask questions about your foot and general health problems and everything you tell us is confidential. By attending the appointment you are consenting to treatment, however you may withdraw your consent to treatment at any point during the appointment.

After your assessment, we will discuss your problem; agree goals and a treatment plan with you. We can also offer advice and exercises on how you can manage your problem yourself.

## Appointment Reminder Call

The hospital uses an automated voice and text system to remind you about your appointment.

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.

## Help with specific needs

If you have any sight, hearing problems, need an interpreter or have any other specific needs or requests please let us know.

## To cancel or change your appointment

- Please telephone **0141 347 8909** or email **AHP.Appointments@ggc.scot.nhs.uk** with as much notice as possible.
- If you fail to attend without telling us in advance, or if you cancel at short notice (i.e. less than 24 hours) on more than two occasions, we will remove you from our list and write to your doctor. This is in line with NHS Greater Glasgow and Clyde's Did Not Attend and Cancellation Policy.

## What to bring with you?

- Your appointment letter
- If attending for nail surgery – please bring an open toe shoe
- If attending for Biomechanics or foot and ankle conditions – please bring loose clothing and, or shorts.

## 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 take part in student training. We will ask you about this at the time of your appointment.

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

- Please ask if there is anything you don't understand.
- Follow the advice your podiatrist gives you e.g. what footwear to wear and any exercises.
- Attend on time - if you are more than 10 minutes late we may not be able to see you.
- Switch off your mobile phone during your appointment unless you expect an urgent call.

## 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 Scottish Ambulance Service on **0300 123 1236**. They will ask you a series of questions to determine your need.

## Planning your journey

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

**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 do not accept racial sexual or any other kind of harassment violent behaviour or abuse.

## Looking after yourself

Evidence has shown that to achieve good health and well being 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

If you would like any further information on the above points, your podiatrist will be happy to discuss this with you.

## No smoking

NHSGG&C operates a no smoking policy. No smoking means no smoking in any NHS building entrance doorway grounds or car park. This also includes the use of electronic cigarettes or the use of vaporisers.

## Fire safety

In the event of the fire alarm sounding the staff will advise you on what to do.

## Confidentiality of health information

All staff are legally bound by the NHS code of practice on protecting patient confidentiality.

## 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. **www.nhsggc.org.uk/patientfeedback**

You can also comment on Patient Opinion **www.patientopinion.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**