

Podiatry Appointment

What is Podiatry?

The Podiatry service in NHS Greater Glasgow and Clyde (NHSGGC) 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: [Looking after your feet | NHS inform](#)

About your appointment

- Your first appointment will likely be via telephone or video consultation so that we can triage you appropriately to best support your needs.
- Follow up appointments may include telephone consultation, group education by video or face to face in a community clinic location.

What to expect?

You will either see a qualified podiatrist or a student podiatrist under supervision. We will ask questions about your foot and general health problems, 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

We use an automated text system to remind you about your appointment. If you do not wish to receive the reminder text, please contact us on the telephone number or email address included in your letter.

Help with specific needs

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

To cancel or change your appointment

- Please telephone ☎ 0800 592 087 or email ✉ ggc.ahp.appointments@nhs.scot with as much notice as possible.
- If you fail to attend without telling us in advance on more than two occasions, we will remove your referral and write to your doctor. This is in line with NHSGGC 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 MSK appointments – 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.

Getting the most out of my treatment

It is important to know what's going on with your own healthcare. Knowing the right questions to ask can make all the difference in allowing you to make better decisions about your care and treatment. Here are 4 key questions worth remembering to ask.

What are the benefits of my treatment?

Your podiatrist will be able to explain why they think a certain treatment would be the best option for you compared to other treatments available.

What are the risks of my treatment?

Your podiatrist will be able to help explain the risks or possible side effects of your treatment and reassure you about any concerns you may have.

Any alternatives I can try?

Your podiatrist will be able to outline any alternative treatments which may be available to you.

What if I do nothing?

Your podiatrist can explain what may happen if you chose not to go ahead with your proposed treatment plan.

For more info please visit;

🌐 www.nhsinform.scot/campaigns/its-ok-to-ask

Patient Ambulance Transport

If for medical reasons you need Patient Ambulance 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 may 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 in the same way. We do not accept harassment in any form or violent behaviour in our departments.

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, to 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

NHSGGC operates a no smoking policy. This means no smoking in any NHS building, entrance, grounds or car park. The use of E-cigarettes is permitted within grounds but not within buildings or at entrance doorways.

Fire safety

In the event of a fire alarm sounding, the staff will advise you on what to do to safely evacuate the building.

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 your Podiatry appointment.

You will receive a patient experience survey link via text message following your appointment. Alternatively, please speak with a member of staff or you can email

✉ ggc.patientexperience@nhs.scot

You can also comment on Patient Opinion www.patientopinion.org.uk

Complaints

If you wish to complain, please ask to speak to a senior member of staff in the first instance and we will attempt to resolve the matter.

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