

Maintaining Healthy Feet

You can help prevent foot problems by having a **DAILY** foot care routine:

Check tops, soles and between toes
Wash and carefully dry feet
Apply moisturiser all over feet BUT NOT between the toes
Wear clean, well-fitting socks, tights/stockings and change daily
Check inside shoes for damage or objects that could cause an injury to your feet.
File your toenails twice a week.
Only trim your toenails if this can be done safely by you or your helper/carer using clean nail clippers. Nails should be trimmed straight across, not too short and not down at the corners as this can lead to ingrowing toenails
Useful Information :
Footwear -www.healthy-footwear-guide.com
NHS choices www.nhs.uk
Diabetes UK Cymru www.diabetes.org.uk

Contact Details

Podiatry Direct
Podiatry & Orthotic Services
Level 1, Port Talbot Resource Centre
Moor Road
Port Talbot
SA12 7BJ

sbu.PodiatryandOrthoticsService@wales.nhs.uk

☎ 0300 300 0024



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board

Podiatry Services For New Patients

**Direct Access
Telephone Service
0300 300 0024**

**DUE TO COVID
RESTRICTIONS OUR
WALK IN CLINIC AT
PORT TALBOT
RESOURCE CENTRE
IS CURRENTLY
CLOSED**

If you need advice for any foot-related problem and you are not currently a patient with the department you can access the Podiatry Department as a new patient via our Direct Access Telephone Service.

Please note that the Podiatry Department does not offer a routine nail-cutting service. Specialist nail care advice and clinical treatment is only available where nails are abnormal and causing problems.

Why choose the Direct Access Telephone Service?

This is a telephone service to provide direct access for advice and assessment of foot-related problems. Your call will be placed on a call back list. When your name comes to the top of the list, a Podiatrist will contact you and discuss your foot health needs and offer specialist advice.

Telephone: **0300 300 0024**

Monday to Friday 9.00-12pm 1.00 - 3.45pm
(Closed bank holidays)

Alternatively you may email:

sbu.PodiatryandOrthoticsService@wales.nhs.uk

Who will I speak to?

Our Administrative Team will take your details during the initial call and a Health Professions Council Registered Podiatrist employed by SBU Health Board will contact you. The call back will be from an unknown number.

How long will the telephone call take?

The length of the telephone call will vary for each patient, but may take from ten – twenty minutes.

How long will I wait for a call back?

All patients will receive a call back according to the priority of their reported foot problem. Please note there is a current backlog for routine call backs due to impact of Covid -19.

What will happen when I receive a call back?

By telephoning us and leaving your details you are giving consent for a podiatrist to call you back to carry out a telephone assessment. You will be asked a number of questions so that the podiatrist can fully understand your problem.

You will be asked questions about:

- Your foot problem
- The medication you are taking
- Any medical problems

The podiatrist will then discuss with you the best way of helping you manage your foot problem. This may include one or more of the following options:

- Advice over the telephone
- An appointment at a podiatry clinic where your foot/feet will be examined and a treatment plan agreed
- Relevant health education information will be sent to you, if appropriate.

What can I do if I can't get through?

Telephone lines can get very busy at certain times of the day. If the telephone line is busy this means that staff are on the telephone helping someone else.

Alternatively you may choose to email your request to:

sbu.PodiatryandOrthoticsService@wales.nhs.uk

What if I can't use the telephone and need someone to speak for me?

We understand that it is not always possible for you to speak with us on the telephone.

You may ask someone to telephone Podiatry Direct on your behalf. If you are not able to speak on the phone and you do not have anyone to speak on your behalf you may write to the postal address or send an email to the email address at the end of this leaflet