

Your Orthotic Service



Opcare

Enhancing your ability

A brand of the AM Healthcare Group

This booklet is intended as a general introduction to your Orthotic Service. We hope both you and your family will find it useful. If you have any queries or would like any further information, don't hesitate to ask us.

Introduction to the service

The Orthotic Service assesses your needs, supplies you with the most appropriate orthotic device/s, and provides ongoing care for as long as you require. Our aim is to give you the highest quality care, helping you live life as comfortably as possible.

Orthoses are devices worn externally on the body to control, realign and support your bones and muscles. In particular they can:

- Assist mobility and function
- Realign bones
- Reduce pain
- Limit movement
- Protect your body
- Support rehabilitation

Orthotic devices can be applied to any part of the body, from neck braces and spinal supports to insoles and footwear, and can be used to treat a wide range of conditions or injuries.

Orthoses are prescribed by orthotists, who have an in-depth knowledge of your body's biomechanics and will be able to advise you on your options. They will also ensure that your device is perfectly suited to your needs, designing custom-made braces in many instances.



What happens when you attend the Orthotic Service

The first time you come to the Orthotic Service, your needs will be assessed by an orthotist. During this assessment a range of factors will be considered, including your medical conditions, your lifestyle, and any existing devices. This appointment usually takes less than 30 minutes, though can last up to an hour depending on the device complexity.

If you require an orthosis, your measurements will be taken and your orthotist will order a device for you. In some cases this will be a stock device, in other cases it will be custom-made to fit you. If it is custom-made, your orthotist may take a plaster cast or use 3D scanning technology to form a model of the part of your body which requires the orthosis. This information is then used to manufacture a device which perfectly fits your body.

We will organise a follow-up appointment for the device to be fitted and for your orthotist to demonstrate how to use it. They will also check that the orthosis is comfortable for you. In some instances your device may be supplied on the day of your assessment.

Once your device is fitted, we may ask you to return to the service for periodic reviews to make sure your orthosis is still meeting your needs. We can also assist with repairing your device if it wears down over time.

What to bring to your appointments

To ensure your visits are as smooth as possible, please bring with you:

- Any orthoses you currently use (if applicable)
- Your existing footwear if you require adaptations to be made
- A list of medication you are currently taking
- Any drinks, snacks or medication you may require whilst at the centre

For ease, we suggest you wear comfortable clothes. If your arm or leg needs to be assessed, loose-fitting clothes may avoid you needing to undress. If your feet need to be assessed, please wear well-fitting shoes with low heels and fastenings like laces or Velcro®.

FAQs

How quickly will I get an appointment?

When you are referred to the Orthotic Service by a health professional, your referral is reviewed and prioritised accordingly. We will contact you to offer the next available appointment. Waiting times vary, but we aim to see you within 8 weeks of receiving your referral.

Do I have to pay for my treatment or orthosis?

No, the cost of your treatment and orthosis is covered by the NHS, except for compression hosiery, wigs and fabric spinal or abdominal supports for which there is a prescription charge.

If you wish to have additional orthoses above the standard entitlement, you may need to pay for these. The standard entitlement determined by the NHS that we have to comply with is as follows:

Product group	Maximum provision
Footwear	Two pairs of boots or shoes (one pair for children) at any given time. Second pair supplied after trial period completed. Non-ambulant patients and limited household ambulators will receive one pair of shoes/boots. Replacement only when beyond economic repair.
Insoles	One pair at any given time
KAFO/AFO	One pair/item at any given time
Fabric supports	Two pairs at any given time
Hosiery	Two pairs/items at any given time
Footwear repairs	As required
Footwear adaptations (such as raises, rockers, sockets for callipers)	One adaptation per annum

How long does it take to get an orthosis?

If you require an orthosis, it will be ordered for you directly by your orthotist. Lead times vary depending on the device you need and the number of fitting appointments – sometimes a few days, sometimes up to a couple of months. Your orthotist will advise how long it should take for the orthosis to arrive.

Will I get training on how to use my orthosis?

Yes, your orthotist will demonstrate how to wear and care for your device before you start using it. Information leaflets are also supplied with devices to serve as a reminder once you get back home. It is important that you maintain your orthosis properly to ensure it lasts as long as possible.

Will I have to wear my orthosis constantly?

The length of wear time depends according to the type of orthosis and your specific needs. Your orthotist will create a bespoke wear plan with you when your orthosis is fitted.

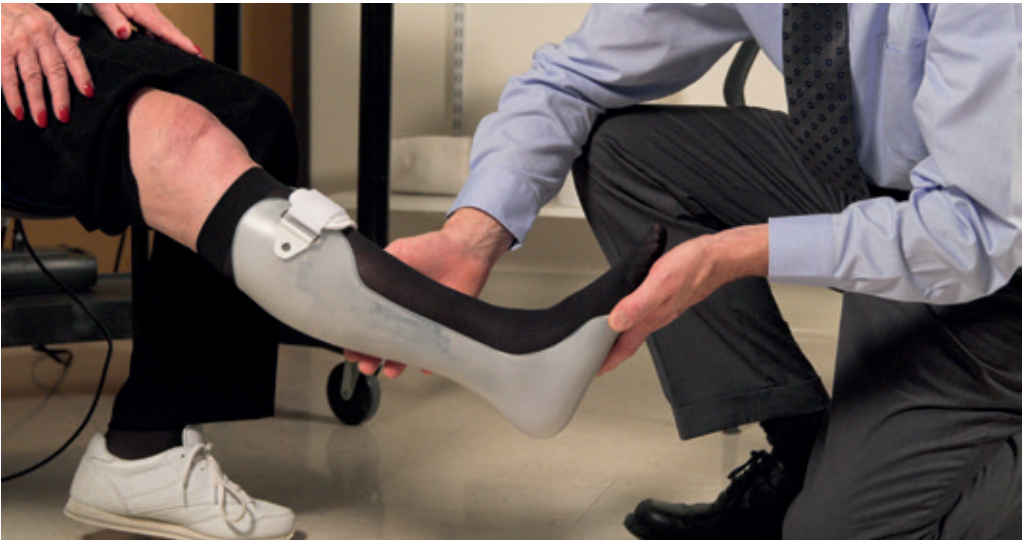
What if my orthosis breaks?

We can repair your orthosis if it is showing signs of wear and tear. You should stop wearing your orthosis as soon as you notice any damage, and contact the service to arrange a repair or replacement.

How often will I need to have an appointment?

This will depend on your needs and the device you are wearing. However, it is important that you attend review appointments from time to time to ensure that your orthosis is still suitable for you. Your orthotist will advise how frequently you should attend an appointment.

Your notes:



Your notes:

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