Information for your telephone follow up appointment in Orthotics

The Orthotic service has recently introduced telephone based, follow up appointments. This leaflet will provide you with information on how telephone follow up appointments will work for you.

Telephone based appointments may not be a new concept to you, for example you may have seen these being used in other services such as GP surgeries. The Orthotic department feels it would be helpful to some of their patients also.

Telephone follow up appointments can sometimes make it easier for our patients to be in contact with the Orthotic service, where a busy lifestyle can often get in the way of face to face appointments.

Please note, the Orthotic service will only offer “telephone follow up appointments” to patients they feel are appropriate to have a telephone follow up appointment. IE: Patients where it is not essential for them to be followed up face to face.

What is a telephone follow up appointment?

- A telephone conversation between you and an Orthotic Clinical Assistant to discuss the problem(s) you presented with at your previous appointment.
- The call will last approximately 10 minutes, however this may vary slightly depending on your condition and how the conversation develops.
- If during the conversation you state you have developed new symptoms or a new problem, the Orthotic Clinical Assistant will offer you a clinic appointment to assess you face to face.

How does telephone follow up appointments work?

- On leaving your clinic (face to face) appointment, you will be given a date and time for your telephone follow up appointment.
- Telephone follow up appointment slots can be a morning or afternoon appointment depending on what suits you.
- **Please do not accept a telephone follow up appointment if you are unlikely to be able to accept a call at that date and time agreed.**
- The call you receive is likely to be from a number starting with “0800”, so please remember this on the day of the call. If your phone line cannot accept 0800 calls let us know and we can call from a mobile line.
- The number which will call is 0800 678 3393.