

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 6 weeks of receiving your referral (or 3 weeks for paediatric patients).

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 and which 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.

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