

Orthotics Patient Event

Monday 30th June 2014

North Staffordshire Medical Institute

Group Feedback

Opening Hours and Appointments

- Require flexibility with timetable planning including opening hours (later evenings and weekends as part of a 7 day service)
- Emergency service for patients within 24-72 hours – for further discussion
- Phones to be answered within 30 seconds and answerphones are acceptable providing a response is made the next working day where required
- Dedicated phone number for appointments only
- Review within 2 weeks and fit within the next 2 weeks (max)
- 12 weekly routine review
- Patients must leave with an date and time for their next appointment
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Facilities

- Space for wheelchair users within the main waiting area a must
- One stop shop within a specialist centre ensuring adequate parking and accessibility. Workshop a must and service should ensure that items used regularly are held within stock to reduce waiting times
- Needs not to be at a hospital – requirement for orthotics is not an illness
- Separate waiting areas for children and adults
- Drop in service for alterations and basic repairs
- Provision for specialist schools should be considered

Provision of Service

- Right first time, every time!
- All communications should be copied to the patients
- Requirement to be honest and open with patients
- Dignity and respect from all people involved within the service
- Consistency with the treatment plan – each patient should have a named clinician.
- Same person should cast and fit.
- Need to be holistically assessed and ability to book double appointments for more than one problem
- Peer review in place for case review
- Governance pathway around key competencies and standardisation of treatment – same treatment every time
- MDT for complex cases should be in place
- Reviews by a professional must happen within the specified timeframe

- Growth should be factored into care plans
- Gait analysis should be available
- Joint appointments with other professionals
- Patient information leaflets should be readily available
- Professionalism at all time
- Patient feedback essential and questionnaires should be in place for robust feedback

Future Engagement

- Consultants
- Physios/other clinicians
- Special Schools
- Disability solutions
- Staffs Umbrella Network
- Stoke Aiming Higher parent forum
- Patient specific groups
- Diabetic groups