



**Oxford Health**  
NHS Foundation Trust



Podiatry

# Podiatry

## **What is podiatry?**

Podiatry is the study of the lower limb and foot, specialising in the feet – and the numerous problems that can occur.

It was previously known as Chiropody.

## **What we do**

At podiatry in Oxford Health NHS Foundation Trust we assess feet for potential or existing problems, offer advice and where necessary, treatment. This can be a one off treatment or as part of an ongoing plan of care.

We assess all patients to see if their feet fall into the At/High Risk category which may make them eligible for ongoing care.

We aim to prevent problems in the feet, such as deterioration and ulceration which could result in serious consequences, such as amputation.

Podiatrists provide a range of services, from routine foot care in the At/High Risk Foot and ingrown toe nail surgery, to helping with more complex foot problems including; preventing, diagnosing and treating injuries, and foot ulcerations.

We are not a “toe nail” cutting service.

## Who we are

We are a team of podiatrists and foot care assistants – supported by a team of Admin staff.

Podiatrists often have a special interests in wound care or diabetes, rheumatology and dermatology.

## Care plans

At your first appointment, we will assess your feet (including the circulation and feeling in your feet) and give you a 'Foot Health Risk' status. This predicts the chances of you developing a more serious foot problem.

Your podiatrist will work with you, to try and create a manageable treatment plan, according to your foot care needs.

Your treatment plan and care will be determined by the clinical need.

You may be discharged if your 'Foot Health Risk' status is deemed low.

We ask encourage where possible that patients 'self-help' and manage their own feet were possible and work with us to maintain optimal foot health.

We ask that you follow the care plan and any advice given to you.

Please ask questions on how you can help achieve optimum foot health!

## What we ask

We ask that you work with us, as our treatment plans **rely** on working in partnership with patients.

If you choose not to follow our 'self-help' advice, it may hinder your care plan and lead to a deterioration of your foot health

We would respectfully ask that if you have difficulty reaching or checking your feet, someone that cares for you (e.g. spouse, partner, children, carer) checks your feet for any abnormalities every day.

It is important to know what is normal for your feet, so if any abnormalities occur, they can be found and treated appropriately and quickly.

If there are any signs of deterioration, abnormalities or ulceration to your feet, we ask that you contact the podiatry department as soon as possible.

Please note that we have a zero tolerance policy to physical or verbal abuse to any of our staff.

## Appointments

We ask for you to be on time for every appointment. Most appointments are 15-20 minutes long. Please attend in appropriate clothing.

If you are more than 5 minutes late, we may not be able to treat you, as there may not be enough time to complete the necessary treatment  
We may have to reschedule your appointment.

If you fail to attend more than 3 appointments, without cancelling them we may not be able to offer you any future appointments and you may have to be re-referred into the podiatry service

Occasionally clinics may be cancelled due to staff sickness/reasons beyond our control. Clinics may run late and we may not be able to see you exactly on time.

We would politely ask you to be considerate if this happens.

If you are unable to attend your appointment, please let us know in advance. Every missed appointment costs the NHS money.

This is a variable cost but on average, is at least £40

## Footwear

We recommend having a good fitting shoe; For the shoe to be an appropriate to accommodate your foot shape, size and depth with no seams on the inside.

This is to prevent pressure, rubbing and possible causes of problems with the feet

We can discuss appropriate footwear for you at your appointment

## Emergency appointments

Emergency appointments are available for any patients that develop a new/urgent problem to their feet such as;

- a cut that is not healing
- an infection
- pressure damage/new or quick skin discoloration
- new wound/ulceration to the feet.

Signs of infection include: red, hot, swelling, pus or exudate, pain, tracking redness, feeling unwell.

If you think that you need an emergency appointment, please contact your podiatry clinic as soon as possible, and you will be triaged over the telephone.

Emergency appointments are not available for routine nail care, hard skin or corn removal

## Contact us

Oxford Health NHS Foundation Trust  
Podiatry Head Office  
St Barnabas Clinic  
Albert St  
Jericho  
Oxford  
OX2 6AY

Email: [podiatry@oxfordhealth.nhs.uk](mailto:podiatry@oxfordhealth.nhs.uk)

Website: [www.oxfordhealth.nhs.uk/podiatry](http://www.oxfordhealth.nhs.uk/podiatry)

## Concerns and complaints

We aim to provide you with a high quality service at all times. However, if you have any concerns, complaints or comments about your experience of our service then please tell a member of the team or contact the Patient Advice and Liaison Service on freephone 0800 328 7971.

If you would like to have information translated into a different language, please contact the Equality and Diversity Team at: [EqualityandInclusion@oxfordhealth.nhs.uk](mailto:EqualityandInclusion@oxfordhealth.nhs.uk)

**Arabic** يُرجى الاتصال بنا إذا كنتم ترغبون في الحصول على المعلومات بلغة أخرى أو بتسبيق مختلف.

**Bengali** আপনি এই তথ্য অন্য ভাষায় বা আলাদা আকারে পেতে চাইলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন।  
**Urdu** اگر آپ یہ معلومات دیگر زبان یا مختلف فارمیٹ میں چاہتے ہیں تو برائے مہربانی ہم سے رابطہ کریں۔

**Chinese** 若要以其他語言或格式提供這些資訊，請與我們聯繫

**Polish** Aby uzyskać informacje w innym języku lub w innym formacie, skontaktuj się z nami.

**Portuguese** Queira contactar-nos se pretender as informações noutra idioma ou num formato diferente.

Oxford Health NHS Foundation Trust  
Trust Headquarters  
Warneford Hospital  
Warneford Lane  
Headington  
Oxford  
OX3 7JX

Switchboard 01865 901 000  
Email [enquiries@oxfordhealth.nhs.uk](mailto:enquiries@oxfordhealth.nhs.uk)  
Website [www.oxfordhealth.nhs.uk](http://www.oxfordhealth.nhs.uk)

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