

Any concerns and compliments?

If you have any concerns or compliments, please speak to your podiatrist at your next appointment. Alternatively please phone 0300 300 2012 to speak to the central booking team who can pass messages to the Podiatry service who will contact you or alternatively you can email : Podiatry@solent.nhs.uk

Making a formal complaint

If you have concern and would prefer not to speak to the Service you can contact the PALS and Complaints Team, who can give you information and advice. They can raise a concern or complaint on your behalf. For more information call freephone 0800 013 2319 or email pals@solent.nhs.uk

Podiatry Service

Podiatry Service,
1st Floor, Adelaide Health Centre,
Western Community Hospital Campus,
William Macleod Way,
Southampton,
Hampshire,
SO16 4XE
Tel: 0300 300 2012

Podiatry@solent.nhs.uk

Please tell us how you feel about the services we provide.

If you have a compliment, concern or complaint, please contact the Patient Advice and Liaison (PALS) and Complaints Services on:

0800 013 2319

or email:

pals@solent.nhs.uk

Alternatively, visit:

www.solent.nhs.uk/contact-us

Website: www.solent.nhs.uk

Twitter: [@SolentNHSTrust](https://twitter.com/SolentNHSTrust)

Facebook: [@solentnhstrustnews](https://www.facebook.com/solentnhstrustnews)



Podiatry Service
Community domiciliary
visiting guidelines

The podiatry service understands the importance of delivering timely care to those who need it most, while ensuring that our resources are used effectively. Most of podiatry care is delivered in clinics within community health centres, community hospitals or other healthcare settings.

In exceptional circumstances home visits may be offered. However, these appointments are limited. Whilst this service is essential for some patients, it needs to be evaluated in terms of staff time and resources in comparison to the equivalent care being undertaken in a clinical setting.

Benefits to you of attending your local clinic

Our local clinics are set up with specialist treatment equipment that is not available during a home visit, thereby ensuring better quality care. Certain activities carried out in a clinic cannot be transferred to a patient home, so it may not be possible for patients to receive the full treatment options during a home visit.

The couches used in clinics ensure you are comfortable during your appointment, whilst also providing the podiatrist with the best possible access to your feet.

Our clinics also offer greater flexibility around appointment times to suit your needs.

Patients eligible for a home visit

You may be considered for a home visit if the following apply:

- bed-bound/housebound 24/7
- require hoisting in order to be moved to travel
- unable to be transported to a clinic
- unable to leave your home with or without assistance.

Patients who are not eligible for a home visit

You will not be eligible for a home visit if you are able to go out either by taxi, private car, motorised scooter, or bus to visit any of the following:

- GP/nurse/ hospital appointments (with or without patient transport)
- shops
- relatives
- day centre attendance

In these circumstances you will be asked to attend your local clinic for your podiatry care.

Existing patients receiving home visits

All patients receiving home visits are re-assessed on an ongoing basis, and those who fit the criteria will continue to receive them. Everyone will be assessed fairly.

If you are no longer eligible to receive a podiatry home visit your podiatrist will discuss this with you. They will also arrange for your next appointment to be in your local clinic.

Getting to the clinic

If you are unable to travel independently, there are a number of other ways to attend clinic, including:

- using public transport
- using or sharing a taxi lifts from family and friends
- combining a clinic appointment with another trip, such as shopping or personal or health appointments using the NHS patient transport service run by South Central Ambulance Service (SCAS) by calling Hampshire Patient Led Line –0300 123 9833
- using the volunteer car scheme that is run in some parts of Hampshire More information can normally be found at your GP surgery or local library.

Change in circumstances

If your situation changes and you are able or unable to attend your local clinic, please contact the podiatry service.