

Replacement orthotics – transitional arrangements until end September 2018

Advice on referral routes for patients requiring replacement orthotics.

When Healthshare commenced delivery of musculoskeletal services in October 2017 there were a number of patients of Oxford Health (OH) podiatry services on open access who could contact OH for a replacement orthotic when their current one wore out if this was within 12 months of their last appointment. These patients were not listed as active in the OH system; as they required no appointment unless they contacted OH, so they did not form part of the cohort of patients transferred to Healthshare when the service commenced.

Should a patient in this situation call OH directly to request a new orthotic OH will assist with the patient's referral to Healthshare by filling out our referral form from the details they have on Carenotes and then Healthshare will contact the patient to arrange an appointment.

Should the patient contact their GP surgery directly to seek a replacement orthotic you do not need to complete a new referral form. Either the practice or the patient can contact Healthshare directly (T: 01865 238 108 e: enquiries@healthshare.org.uk) and we will get the previous records from OH and arrange for an appointment.

From October 2018 this transitional arrangement will end. Patients as requiring replacement orthotics after this point will require a new GP referral to Healthshare.

August 2018