Review Procedure

Please follow the review advice given to you by the Orthotist.

Special Instructions from your Orthotist:

_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________
_____________________________________________________________________

Collections

You will be sent a letter once your orthotic device has arrived at the Orthotics Department and is ready for collection. The item can be collected by yourself or a family friend if they bring the letter with them. They will be asked to sign for the item.

Items awaiting collection will be stored for 6 weeks from the postage date on your letter. A reminder letter will be sent to those who have failed to collect items within 3 weeks. After this 6 week period, the item will either be returned to the supplier or destroyed.

During 2017, over £4300 worth of orthoses were not collected and we were unable to return them to the original manufacturer.

A Guide to Wearing Heel Cups/Insoles

Information for Paediatric Patients

Please note: If we do not hear from you within [ ] months of your last appointment you will be discharged from the Orthotic Service. A new GP referral will be required before another appointment will be made.

Last appointment date: [ ]

Contact Details

Birmingham Children’s Hospital, NHS Foundation Trust
Orthotics Department

Parsons House, Steelhouse Lane, Birmingham, B4 6NH

0121 333 9480
A Guide to Wearing Heel Cups/Insoles

What is an insole or a heel cup?
An insole/heel cup is a device which fits under the foot and inside a shoe. They can be made from a variety of different materials including thermoplastic or firm foam.

What is it for?
An insole/heel cup provides correction, support and stability of the foot. It assists in aligning the bones of the foot correctly.

How are they made?
Some heel cups/insoles are made by taking a plaster cast of the foot in a corrected position. Others are ready made to different sizes and widths.

How should they be worn?
They should be worn over socks and inside your child’s normal footwear. Your Orthotist will show you how to use your insole/heel cup correctly.

How long should they be worn?
At first, the insoles may feel uncomfortable so you should gradually wear them in using the following schedule:

Day 1: 30-60 minutes  Day 3: 3-4 hours
Day 2: 1-2 hours       Day 4: 4-5 hours

Your Orthotist or Physiotherapist will tell you when they should be worn or what activities to wear them for. Most children wear them all day.

What should I check for?
The insole/heel cup needs to apply some pressure in order to correct and support the foot. Some marking of the skin may occur but the skin should not blister or breakdown.

When the child receives a new insole/heel cup the skin should initially be checked frequently for pressure areas. If there is significant marking leave the insole/heel cup off and check the foot again after 30 minutes.

If the marking is still significant you should make an appointment with the Orthotist for the heel cup/insole to be reviewed.

The child’s foot may sweat more when wearing heel cups therefore it is advisable to wash the foot and change the socks more frequently.

What type of footwear does the child need?
The insole/heel cup is designed to be worn with ordinary footwear.

If you think your child is outgrowing the heel cups/insoles please contact the Orthotic department or your Physiotherapist for a review appointment.

The heel cups/insoles supplied are considered the most appropriate for your child’s condition.