

Repairs By Post



We provide a postal repair service so that you can send your artificial limb (prosthesis) in for repair rather than waiting for a clinic appointment. This is useful if you find it difficult to get time off work, have to take children to school, find it difficult to leave your home or, for whatever reason, are unable to travel.

Who can use the postal repair service?

The service is for people with amputations who are well established with their artificial limb.

What sort of repairs can be done?

Only mechanical repairs can be done through the postal service. These include fitting a new cosmetic foam, repairs to a knee joint or fitting a new cosmetic cover. If your socket needs adjusting then you will need to ring the M&SRC receptionist for an appointment as your prosthetist will have to assess what the problem is by looking at the fit of your artificial limb.

How long do postal repairs take?

How long the repairs take will depend on what is wrong with your artificial limb and how busy the workshop is. Therefore repairs sent in by post will not necessarily be completed any sooner. For all repairs, there are occasions when we need to order parts or send the limb away for repair. This will extend the time it takes to complete the repair and is largely out of our control. On rare occasions, we may need to call you to clinic if we need to check the setting of the artificial limb. Repairs will normally take about 3 weeks. Please try to be patient.

Is there anything I need to do when I send my artificial limb in for repair?

It is very helpful if you need a new strap, belt or sock that you include an old one as a pattern or for reference. If you cannot send it because it is the only one you have and we haven't got a record of it, then it may be necessary to call you to clinic.

Most of the time, it is obvious what needs repairing but if you want something specific, it may be helpful to include a short note.

How do I arrange for a repair to be done by post?

To arrange to have your artificial limb repaired by post:

- Telephone your clinic and someone here will take all your details and ask for a description of what needs doing. Please try to be as specific as possible.
- You will then be sent an identification label, which you should firmly attach to your artificial limb. Please make sure that you pack your artificial limb well to avoid any damage to it in the post.
- Your artificial limb will be picked up from you by a courier firm who will ring you to arrange a suitable collection time and place.
- When your artificial limb arrives at the clinic, it will be assessed and put onto the workshop waiting list.
- The same courier firm will return your artificial limb to you when it has been repaired.