

Replacing your insoles

Foam insoles should last a minimum of two years. Rigid (plastic) insoles may last a lot longer. However, over time, covers and additional padding may need replacing.

This may require you to be without your insoles for 1-2 weeks,

If you notice excessive wear on your insoles or a change in foot condition i.e. increased pain, please contact the Orthotic Department to arrange a review with an orthotist.

For adults over the age of 18, a new referral from your GP or consultant will be needed before a review can be made. For children, you may contact the department directly if it has been less than two years since the original appointment.

Eligibility

You are eligible on the NHS to one functional pair of insoles. If you require more above your NHS entitlement, you may do so by paying.

This is £280 and is payable to cashiers. This is subject to change.

Please contact the department for more information and advice.

Contact us

Orthotics Department
South Block
Royal Berkshire Hospital
London Road
Reading RG1 5AN

Tel: **0118 322 7552**

Your Orthotist is:

To find out more about our Trust visit
www.royalberkshire.nhs.uk

**Please ask if you would like this
information in another language or
format**

NHS Orthotic Managers Group, May 2025
Next review due: May 2027



Guidelines for the use of functional foot orthoses (insoles)

Information for patients

Department of Orthotics

This leaflet aims to answer some of the questions you may have about the use of your functional foot orthoses, more commonly known as insoles.

Your insoles



What are functional foot orthoses?

Functional foot orthoses are insoles that are put inside your shoes to influence and improve the function of your foot.

They may have been prescribed as you are experiencing pain in your foot and ankle and in some cases can be prescribed for knee and hip pain.

Your insoles are aimed at reducing the stress taken through the painful areas of your foot in order to facilitate comfortable activities. They are not corrective.

Getting used to your insoles

Prescription insoles, like contact lenses or eye glasses, may take some time getting used to the feeling and pressure of the insoles.

You will only see a benefit from the insoles if you wear them regularly.

Breaking in your insoles

It is very important that you break your insoles in gradually. You should aim for an hour the first day, two hours the next day and so on until you build up the wearing time to a full day.

If your insoles cause you any discomfort during the breaking-in period, stop wearing them for the remainder of that day and start again the next day.

If the discomfort or pain persists after 7-10 days, please contact the department.

Footwear selection

There are a few things that you should consider when deciding on footwear:

- Strong supportive shoes are the most effective.
- Always take your insoles with you when buying new footwear.
- Lace-ups or Velcro fastenings are preferred as they secure the insole within the footwear.
- A removable inlay is useful, providing more room within the footwear.
- A heel of no more than 2.5cm is recommended. Higher than this can stop the insoles working as intended.

Taking care of your insoles

If your insoles are the plastic rigid type, they can be cleaned with a damp cloth and then wipe dry.

If your insoles are the more flexible type, they should be wiped with a damp cloth and left to slowly dry overnight, away from radiators or heaters.