

Replacing your footwear

Once a pair of shoes have been assessed as beyond economical repair by the orthotist, a replacement pair can be provided. This may require an appointment.

Please contact the Orthotics Department if you have concerns, for example:

- You develop an area of pressure or soreness.
- If you notice a change in your foot shape.
- If you can no longer wear your shoes comfortably or it is difficult to get them on.

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



Prescribed footwear

Information for patients

Department of Orthotics

This leaflet gives advice to patients who have been supplied with prescribed footwear from the Orthotics Department.

Prescribed footwear

You have been prescribed footwear specific to your needs, which may include accommodating, protecting and/or supporting your feet. They may sometimes include supportive insoles.



When should I wear it?

You should gradually wear in your footwear by using for short periods and preferably indoors at first. Always wear socks with your shoes and observe good skin care and foot health hygiene.

Once comfortable you should use them as much as possible to ensure support and protection for your feet.

If you feel any prolonged discomfort or rubbing you should contact the Orthotics Department to arrange a review.

Care of your feet and footwear

Inspect your feet regularly for any rubbing or markings. This is very important if you have diabetes or have reduced sensation.

It is your responsibility to make sure your footwear is properly maintained and inspect your footwear on the inside for any loose items such as grit, stones etc, by regularly removing the insoles.

Allow wet shoes to dry naturally away from direct heat.

It is important that your shoes are repaired before the uppers are damaged, in order to prolong the life of the shoes.

When the soles or heels become worn, bring them in to the Orthotics Department to be sent away for repair.

Please ensure that footwear is clean before bringing them in, as dirty footwear may not be accepted.

When handing the footwear to our reception, please ensure they are correctly labelled with your name and address. We will notify you when they are ready to collect, this will take roughly 3-4 weeks.

What happens next?

Once we agree that your first pair of footwear is appropriate and have no issues, a second pair can be provided, as per your NHS entitlement. This is to allow you to wear one pair while the other is being repaired.

For children, the allocation is just one pair and these will be replaced with growth. If you think your child has grown out of their footwear, please contact us for a review.

If you require additional pairs outside of your NHS allowance, these can be purchased. Please contact the department for a quote or advice.