

# Insoles and / or Orthoses

## Patient Information

Podiatry Service



The Patient Information Leaflets page on the Trust website is available on the link:  
<https://www.wwl.nhs.uk/patient-information-leaflets> or scan the QR code.

Author ID: JT  
Leaflet Ref: Pod 001  
Version: 9  
Leaflet title: Insoles and/or Orthoses  
Date Produced: December 2024  
Expiry Date: December 2026

**Our Values****People at  
the Heart****Listen and  
Involve****Kind and  
Respectful****One  
Team**

## Introduction

You have been prescribed insoles / orthoses to be worn as part of your treatment plan. These have been designed to improve the way you walk, or to provide support and comfort.

They are designed for your use only and should be worn in your everyday shoes and / or slippers. You can move them to different footwear, but please note there are only certain types of footwear that will accommodate the insoles / orthoses. They should be worn for the biggest part of your day for them to be effective (i.e. 70 – 100%).

Please ensure that the **right** insole is in the **right** shoe and **left** insole is in the **left** shoe.

Great care should be taken when cleaning your insoles. They may be wiped using a small amount of warm soapy water and then left to dry naturally overnight (not on direct heat).

## After fitting insoles / orthoses

If you experience severe pain, redness or blistering as a result of the insoles / orthoses, **stop using them** and contact the clinic immediately as they may need a slight alteration. However, unless you contact us, we will assume that your insoles are satisfactory and comfortable. Always bring your insoles / orthoses with you to your appointments.

## General information

You may experience some discomfort when first wearing your insoles / orthoses. It is essential to break them in slowly over the next few weeks, gradually increasing the wearing time, over a period of 2 weeks. A mild muscle ache is not uncommon. If this increases to a pain i.e. joint pain, discontinue wearing the insoles / orthoses. Remove them and contact the department.

The insoles / orthoses should last 12 to 18 months before they need renewing.

## **Check your feet regularly as advised by the Podiatrist.**

If you have any questions or worries, please feel free to contact the service:

### **MSK CATS:**

**Boston House Health Centre 0300 707 1112**

**Platt Bridge Health Centre 0300 707 1422**

**Leigh Health Centre 0300 707 1631**

### **COMMUNITY PODIATRY: 01942 483483**

All departments are available from 09:00am to 16:00 Monday to Friday.

---

## Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends, and carers.

## Contact Us

Tel: 01942 822376 (Monday to Friday 9am until 4pm)

The Patient Relations/PALS Manager  
Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust  
Royal Albert Edward Infirmary  
Wigan Lane  
Wigan  
WN1 2NN

---

## Ask 3 Questions

Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:

1. What are my options?
2. What are the positives and negatives of each option for me?
3. How do I get support to help me make a decision that is right for me?



---

## How We Use Your Information

For details on how we collect, use, and store the information we hold about you, please see patient information leaflet, Ref. **Corp 006** How we use your information, this can be found on the Patient Information Leaflets page on the Trust website, see details on the front cover.

This leaflet is also available in audio, large print, Braille, and other languages upon request. For more information, please ask in the department/ward.

---

© Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust.  
All rights reserved. Not to be reproduced in whole or in part without the permission of the copyright owner.

**Call 111 first when it's less urgent than 999.**



EMPLOYER RECOGNITION SCHEME

GOLD AWARD 2021

Proudly serving those who serve.

Phone: 0808 802 1212

Text: 81212

[www.veteransgateway.org.uk](http://www.veteransgateway.org.uk)

