

## Changes to foot care services Frequently Asked Questions

- **Why is the foot care service changing?**

The changes will mean that patients with higher risk of foot complications, or who have active foot disease, will get specialist care more quickly, when they need to.

The service will provide education and support to all patients to learn how best to take care of their feet.

- **How do I know if I'm at higher risk of foot complications?**

At your next appointment, your feet will be examined to see whether you are at risk of developing foot problems.

The foot care you receive in future will be based on the risks identified at your appointment.

- **Why is routine nail cutting being stopped?**

From July 2016 routine nail cutting will no longer be provided at podiatry appointments.

This change will mean more resources can be focused on those patients at higher risk of foot complications or who have active foot disease.

- **What if I can't cut my own toe nails and I don't have family who can help me?**

If you are not able to cut your own nails, or you develop non-urgent foot problems e.g. Verruca, you will need to arrange and pay for these services yourself through Age UK or a private podiatrist.

The Age UK Essex nail cutting service is for all ages and there are regular appointments available at local venues in North East Essex. There is a one off registration fee of £5 and each nail cutting appointment costs £15.

Telephone 01245 423 333 (lines are open Monday to Friday, 9am - 4pm).

Email: [toenails@ageukessex.org.uk](mailto:toenails@ageukessex.org.uk)

- **What if I can't afford to pay for toe nail cutting?**

You may be eligible to access funds to help you pay for the support you need.

There is a GP Care Advisor service, which is free service for patients and carers in North East Essex, which can assist with a wide range of information and support including benefits and completing claim forms. Ask the reception staff at your GP Practice who will request an appointment for you with the GP Care Advisor.

For information about Personal Budgets and Direct Payment see:

[www.livingwellessex.org](http://www.livingwellessex.org)

For information about Personal Independence Payments for someone with long term ill health or disability see:

[www.gov.uk/pip/overview](http://www.gov.uk/pip/overview)

- **What if I spot a problem with my feet?**

If you develop any problems with your feet, please seek immediate review.

If you have diabetes:

- If non-urgent call the ACE Community Gateway, Tel 0300 0032 144
- Foot attack? Call the NEEDS helpline on 0845 241 3313

If you do not have diabetes:

- Call the ACE Community Gateway      Tel 0300 0032 144