

The Prosthetic Service



Brilliant care through brilliant people





About us

We provide prosthetic rehabilitation for patients from across Kent and parts of London.

The centre's opening hours are:

Monday to Thursday **9am-4.30pm**
Friday **9am-3pm**

Clinics are held daily Monday to Friday.

Specialist equipment services

Prosthetic service
Disablement Services Centre
Medway Maritime Hospital
Windmill Road
Gillingham
Kent ME7 5PA

Appointments team (reception)

Tel: 01634 833948 / 833927

Administration team

Tel: 01634 833930 / 833936 / 833923

Before your first visit

- Try to get used to the look and feel of your stump. Massage it daily with a mild moisturising cream to keep the skin in good condition
- If you have had a below-knee amputation, please keep your stump/residual limb on a stump board or a stool when sitting. This will help to keep your leg from swelling and will keep your knee joint straight. Never let your leg hang off the edge of the chair
- If you have been prescribed a "Juzo" sock, please wear it according to the written instructions; this will help to reduce any swelling
- If while in hospital you were/have been offered an exercise programme by your physiotherapist/occupational therapist, we recommend you continue with this. This will help to keep your muscles strong and prevent joint stiffness and will help you to regain mobility and independence.

Prosthetic rehabilitation is a partnership and we need you to support us so we can support you.

There is a very high demand for this service. Late cancellations or not attending appointments means longer waiting times for all and wastes NHS resources. Therefore, to be fair to all our patients, we have a strict policy regarding missed appointments. Failure to attend appointments may result in you being discharged back to the care of your GP.

Please help us to help all the patients attending the centre and to keep the waiting list down by keeping us informed if you cannot keep an appointment.

Some unfamiliar terms

After an amputation, you are thrown into a world with some new terms. Here are some explanations:

After amputation, the remainder of the leg or arm is commonly called a stump, or the residual limb. Sometimes a special 'sock' is used to help reduce the swelling in your stump. This is called a compression or "Juzo" sock.

Another name for an artificial leg or arm is a prosthesis.

The health care professional who measures your stump and who fits your artificial limb for you is called a prosthetist.

If you wear a prosthesis, you will also need to wear a stump sock. This is a sock made of soft material, which will cushion your stump against the prosthesis.

Lower limb wearers are those who have been fitted for a prosthetic (artificial) leg. Upper limb wearers are those who have been fitted for prosthetic (artificial) arm or hand.

General information

It is important to maintain a regular hygiene regime for both you personally and the prosthesis to support your rehabilitation programme.

In the interest of hygiene and as a courtesy to other visitors, full clothing must be worn at all times when you are attending the centre.

If you have been loaned a wheelchair, please ensure you keep it in good repair. If we need to keep your prosthesis or you are unable to wear it, you will need to use it.

Please bring a list of all current medication you are taking and any medication that you may need to take with you, each time you attend an appointment.

If you need assistance with personal care, please advise us before attending the clinic. We are an outpatient unit and do not have access to supplies, e.g. continence pads, etc. If you require personal items, please bring them with you.

We have a Royal Voluntary Service tea bar where you can purchase refreshments throughout the morning.

Keep your contact details up to date. If you have moved out of the area, our team will let you know which centre is nearest to your new address and will also arrange for the transfer of your medical notes, should you wish to transfer your care to a centre nearer to your new home.

We have a zero tolerance policy in place and remind all patients we will not tolerate inappropriate behaviour and/or abusive language.

Discharge from our care back to the care of your GP will take place when your engagement with the service ends, you do not attend for appointments without keeping in touch with us or if you move out of our catchment area.

Smoking is prohibited on the hospital site. It is against the law for anyone to smoke cigarettes and/or e-cigarettes within the centre, hospital premises or general grounds.

As a courtesy to others, all mobile phones must be turned off or placed on silent while at the centre.

If English is not your first language, or you have need of assistance for a hearing impairment, please let us know in advance when making your appointment.

We recommend you include your prosthesis(es) to your home and/or travel insurance policy. Details of the associated costs for your policy application can be provided on request from your insurance provider.

GDPR (General Data Protection Regulation)

It is necessary for us to have the details of your nominated representative should you be unable to contact us in person, as without this we are unable to discuss your case with anyone else.

For younger patients

The Children's Act 1989 Section 17 states; '....a child with a disability is entitled to access services, however, if those with parental responsibility do not wish to engage with our service, then they have that choice...'

If you do not wish to engage with the service, our duty of care will be to discharge you back to the care of your GP and other agencies, if appropriate.

Appointments

Always bring all loaned equipment with you, e.g. prostheses, batteries, chargers etc. It is important that we are able to check these regularly.

If you are unable to attend for your appointment, please call as soon as possible to let us know. We may be able to offer the appointment to someone else.

If you would like a chaperone present during your appointment, please let us know. We wish to ensure the privacy and dignity of all patients within clinical areas.

If you bring children with you to your appointment, or the appointment is for a child, you must assume full responsibility for them while you are at the centre.

All appointments for the clinics are made by the appointments team.

If you are given an appointment slip by your clinician, please ensure you take this and pass it to the appointments team at reception so they can make your next appointment. Please note the date on the slip is not always the date you will attend.

Please arrive at least 10 minutes before your appointment time. We will do our best to keep delays to a minimum.

Stay in touch with us for advice. If you arrive more than 20 minutes late for your appointment, it may be necessary for you to be re-appointed to another day.

If you attend the centre without a booked appointment, you will be asked to wait until after the clinic has finished at 2pm, when a member of the team will be able to triage your concerns. The triage will determine if you are to receive treatment on that afternoon or be asked to make an appointment for another day.

If you require access to the hospital transport service for your appointment, please contact the ambulance service provider, G4S, on 0800 096 0211, to make your booking. Please advise them you will need approximately two hours at the clinic. Calls are charged at local rate. You will be given a unique booking reference number and will need to keep a record of this. If you have booked transport and you are unable to keep your appointment, you will need to contact G4S and cancel it. It is important you inform them as soon as possible.

If you have your own transport, please park in the centre's car park and make sure that you have displayed your disability parking badge. If you do not yet have a disability parking badge, please advise reception on arrival and you will be given a parking permit to display in your vehicle for that day. Please note Medway NHS Foundation Trust and DVLA issue penalty notices for cars not displaying a blue badge or a site parking permit.

To claim reimbursement of expenses under the healthcare travel costs scheme, we are required to confirm that a patient is in receipt of a qualifying benefit or eligible for assistance through the NHS Low Income Scheme. We need to confirm this each time a claim is made or we will be unable to process your claim, so please bring your paperwork with you.

Where deemed medically necessary by the patient's referring consultant, GP or another health care professional involved in your care, the travelling expenses of an escort (or escorts) may also be claimed as part of your travel expenses. Additionally, in cases where a child under 16 attends an appointment, the travel costs of a parent or guardian escorting the child to its appointment may be paid. Such payments are made on the basis of the patient's eligibility for the scheme irrespective of the escort's eligibility. The actual travel costs are assessed on the same basis as those of the patient.

Currently claims can be made for those in receipt of:

- Income-based Jobseekers Allowance
- Pension Credit – guarantee credit
- NHS Tax Credit Exemption Certificate
- A current HC2 or HC3 certificate
- Income-Related Employment and Support Allowance – ESA (IR).

You can also claim if you are a War Pensioner and treatment is for an acceptable disability that the Service Personnel and Veterans Agency accepts for treatment.

Currently claims cannot be made for those in receipt of:

- Employment Support Allowance (contribution)
- Incapacity Benefit or DLA (Disability Living Allowance) do not count, as they are not income related
- Pension Credit savings.

Prosthesis

You must not tamper with your prosthesis as this may cause the equipment to be unsafe. Only authorised, qualified staff at the centre are able to undertake adjustments and/or repairs to artificial limbs. If you require support, please make an appointment.

Prostheses are medical devices – we will automatically call you to the clinic to undertake a mechanical check of your

prosthesis when we have not seen you for a continual period of 24 months. This is called planned preventative maintenance and it is necessary for you to attend.

Your first appointment

Once we have received and accepted your referral, we will make you an appointment as soon as one is available.

When you arrive please check in at reception. The appointments team will confirm your details with you and update any changes needed. They will also ask for your consent to receive text messaging and/or email contact.

During your assessment, you will be seen by our multi-disciplinary team. They are the health care professionals responsible for your care and may include the following:

- Consultant in rehabilitation medicine
- Nurse
- Physiotherapist
- Occupational therapist
- Prosthetist
- Counsellor
- Care support worker.

You will have the opportunity to discuss your future rehabilitation with members of the team and agree your personalised care plan. It is important this plan is developed with you.

Please prepare for this appointment to take longer than usual.

For lower limb deficiency, it may be agreed with you that after taking your individual needs and physical capabilities into account, rehabilitation with a wheelchair would be the best way to achieve your independence. If this is the case, you will be referred to the best people to help you further.

For upper limb deficiency, it may be agreed with you that you do not need a prosthesis and the occupational therapist will help you with information best for you to achieve independence.

Please book out at the reception desk before leaving the centre and make your next appointment, if one is required.

Further appointments

If a prosthesis is prescribed, and you are ready – meaning your stump has completely healed, or for lower limb patients, you are able to stand on your other leg – you will be measured for your prosthesis. This may include a plaster cast of your stump, or measurements being taken.

Your prosthetist will be able to advise you when your prosthesis may be ready for collection.

For lower limb deficiency, please bring a pair of flat/low heeled shoes, preferably lace ups that fit your remaining foot comfortably.

After delivery of your prosthesis, you will need physiotherapy to help you learn how to walk; and occupational therapy will help you with any difficulties you may be experiencing with managing daily tasks such as self-care and domestic activities.

The team will advise you about additional appointments you may need to attend.

If your prosthesis needs a repair, that is, something mechanical needs attention that is not related to the comfort or fit of the socket, you will be appointed to see the clinical support technician.

If you need advice, please contact us.

Everyone working for the NHS has a legal duty to keep information about you confidential

You may be receiving care from other people as well as the NHS.

So that we can work with them in your best interest as a patient, we may need to share some information about you.

We only ever use, or pass on, information about you to other people if they have a genuine need for it. Whenever we can we will remove details which identify you.

Anyone who receives information from us is also under a legal duty to keep it confidential.

If you agree, your nominated representative will be kept up to date with the progress of your treatment.

Kent and Medway user group

You are invited to join this group to support others and help improve patient experience.

The meetings are held once every three months.

If you would like to come along, please contact Sharon Thorn on **01634 833927/01634 833948** or email sharon.thorn@nhs.net for more information.

Patient Advice and Liaison Service (PALS) and Complaints

Should you have a concern about your care and treatment, we welcome your comments and ask that you speak with the staff providing your care. If you feel unable to and would rather speak to the PALS and Complaints team direct please contact us and we will support you through the process. All complaints will be carefully listened to and thoroughly investigated.

Compliments

If you have something positive to say about our service we would love to hear from you. Please speak to staff direct or you can log your compliment at www.kmpt.nhs.uk/feedback

Contact details for PALS and Complaints

East Kent: 0800 783 9972

West Kent and Medway: 0800 587 6757

Email: kmpt.pals.kmpt@nhs.net

Or write to: KMPT
PALS and Complaints
St Martins Hospital
Littlebourne Road
Canterbury
Kent CT1 1TD



Please call **01622 724131** if you would like this leaflet in a different language or format.

Visit us at www.kmpt.nhs.uk