

### Patient advice and liaison service (PALS)

If you have a question, compliment, comment or concern please contact our PALS team on 020 7288 5551 or [whh-tr.whitthealthPALS@nhs.net](mailto:whh-tr.whitthealthPALS@nhs.net)

If you need a large print, audio or translated copy of this leaflet please contact us on 020 7288 3182. We will try our best to meet your needs.

**Whittington Health NHS Trust**  
Magdala Avenue  
London  
N19 5NF  
Phone: 020 7272 3070  
[www.whittington.nhs.uk](http://www.whittington.nhs.uk)

Date published: DD/MM/201Y  
Review date: DD/MM/201Y  
Ref: Dir/SerPae/Xxx/0#

© Whittington Health  
Please recycle

## Prescription Orthotics and Insoles

### A patient's guide



## How will they feel?

At first your insoles may feel unusual even slightly uncomfortable, this is to be expected. After some time they will become more comfortable providing that you follow the instruction below. If the orthotics/insoles are replacements without alterations, it is still important that you read this guide.

## Do's and Don'ts

- Don't be in a hurry to wear the all-day – it takes time to adjust, if they are altering the way your feet work, it may take longer
- Start by wearing the orthotics gradually, for example:
  - Day 1 – 30 minutes
  - Day 2 – 60 minutes
  - Day 3 – One and a half hours
  - Continue to increase by 30 minutes each day until five hours is comfortable. Then use as often as possible
- If you find you cannot wear them for the recommended period that day do not continue. The next day, stick to the length of time you felt comfortable for and only increase the wearing time by 30 minutes
- Do not be surprised if you feel a little discomfort in the legs during the early stages, muscles will be adapting to new positions and functions
- If you have severe pain in any part of you foot, lower limb or back when using the orthotics – stop using them. Keep the orthotics and bring them with you to your next review appointment

## Footwear

- Orthotics are only as good as the shoe they are worn with
- For best results they should be worn with supportive footwear. Features of a good shoe include:
  - Deep heel counter
  - Fastening such as laces or Velcro strap
  - Adequate space for the front of your feet

## How to care for your Orthotics

Normally the orthotics/insoles are made of synthetic materials which can be cleaned using detergent and a damp cloth

- Do not put them in the washing machine or immerse in water
- If they get very wet, allow them to dry naturally, do not place them on direct heat sources as this may distort the material they are made of

## Please note:

- If you don't follow these instructions you may find it takes a long time to get used to your orthotics/insoles and you may not get the full benefit from them
- Please always remember to bring your insoles with you to all review appointments
- We are only able to provide one pair of orthotics/insoles per patient

We hope you find your orthotics/insoles comfortable and they help to improve your mobility.