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| <p>If you require translation services or a copy of this document in other languages, audio tape, Braille or larger print, please speak to a member of CWP staff, e-mail <a href="mailto:info@cwps.nhs.uk">info@cwps.nhs.uk</a> or write to: <b>PALS, complaints and incidents team</b>, Trust Headquarters Redesmere, Countess of Chester Health Park, Liverpool Road, Chester CH2 1BQ.</p>  |
| <p>যদি আপনার ট্রান্সলেশন সার্ভিসের বা এই দলিলের কপি অন্য ভাষায়, অডিও টেইপে, ব্রেইল বা বড় ছাপায় দরকার হয় তবে অনুগ্রহ করে সিডব্লিউপি এর স্টাফদের সাথে কথা বলুন, ইমেইল করার ঠিকানা <a href="mailto:info@cwps.nhs.uk">info@cwps.nhs.uk</a> বা কমিউনিকেশন, চেশায়ার ও উইরাল পার্টনারশীপ এনএইচএস ফাউন্ডেশন ট্রাস্ট, আপটন লী, কাউন্টস অফ চেস্টার হেলথ পার্ক, লিভারপুল রোড, চেস্টার, সিএইচ২ ১ বিকিউ ঠিকানায় লিখুন।</p>   |
| <p>如果您需要翻譯服務或想索取這份文件的其他語文、錄音帶、凸字或大字體版本，請向我們的職員查詢。您亦可以寄電郵至 <a href="mailto:info@cwps.nhs.uk">info@cwps.nhs.uk</a> 或寄信到 Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p>  |
| <p>જો તમારે ભાષાંતર સેવાઓ અથવા આ દસ્તાવેજની બીજી ભાષાઓમાં નકલ, ઓડિયો ટેપ, બ્રેઇલ અથવા વિશાળ ફંટની છપાઈની જરૂર હોય, તો કૃપા કરીને સીડબ્લ્યુપી (CWP) ના કર્મચારીઓ સાથે વાત કરો, ઈમેલ કરો: <a href="mailto:info@cwps.nhs.uk">info@cwps.nhs.uk</a> અથવા આ સરનામે લખો: Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p>  |
| <p>यदि आपको अनुवाद सेवाएं या इस दस्तावेज की अन्य भाषाओं में नकल, ऑडियो टेप, ब्रेइल लीपि या विशाल आकार में छपाई की आवश्यकता हो, तब कृपया सीडब्ल्युपी (CWP) कर्मचारियों के साथ बात कीजिये, या ईमेल कीजिये: <a href="mailto:info@cwps.nhs.uk">info@cwps.nhs.uk</a> या इस पते पर लिखिये: Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p>   |
| <p>Jeśli wymagane jest tłumaczenie lub kopia niniejszego dokumentu w innych językach, na taśmie magnetofonowej, w języku Braille'a lub dużym drukiem, prosimy o skontaktowanie się z członkiem personelu CWP (Organizacja partnerska krajowego systemu zdrowia regionów Cheshire i Wirral) lub przez pocztę elektroniczną: <a href="mailto:info@cwps.nhs.uk">info@cwps.nhs.uk</a> lub na adres: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p> |
| <p>Os oes arnoch angen gwasanaeth cyfiethu neu gopi o'r ddogfen hon mewn ieithoedd eraill, tâp sain, Braille neu brint mawr, siaradwch ag aelod o staff CWP, e-bost <a href="mailto:info@cwps.nhs.uk">info@cwps.nhs.uk</a> neu ysgrifennwch i: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.</p>  |

### Feedback

We welcome any suggestions you have, please send your **comments, concerns, complaints and compliments** to: **PALS, complaints and incidents team**, Trust Headquarters Redesmere, Countess of Chester Health Park, Liverpool Road, Chester CH2 1BQ.

For more information see [www.cwps.nhs.uk](http://www.cwps.nhs.uk)

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## Podiatry emergency clinics

### Podiatry Service Administration Office

Room 65 1829 Building  
Countess of Chester Health Park  
Liverpool Road  
Chester CH2 1HJ

Telephone (01244) 385000  
Visit [www.cwps.nhs.uk](http://www.cwps.nhs.uk)

Office opening hours:

**Monday to Friday 9.00am – 12.30pm and 1.30pm – 4.00pm**

## What are podiatry emergency clinics?

The emergency clinic is for patients who could quickly develop a serious condition because of a foot problem. They can attend and receive treatment without an appointment.

We call these patients 'high/moderate risk'.

Also, patients who need a dressing to be changed before their next allotted appointment can attend the clinics.

## When and where are they?

The clinics open at 8.30am, start at 9.00am and finish at 10.45am.

Stanney Lane Clinic, Stanney Lane, Ellesmere Port, CH65 9AH  
Call: 0151 350 3300.

Open every Tuesday morning except for when Tuesday is a Bank Holiday.

Fountains Health, 3<sup>rd</sup> Floor, Delamere Street, Chester, CH1 4DS  
Call: 01244 385585.

Open every Friday morning except when Friday is a Bank Holiday.

It would be helpful if you can call the Podiatry office on 01244 385000 ahead of attending the emergency clinic.

## Is there anything else I need to know about the clinics?

- The clinic operates on a first come first seen basis so attending the clinics can involve a wait.
- Patients must check in at reception before 10.45am as patients who arrive after this time will not be seen.
- **Only** patients meeting the emergency clinic criteria will be seen (see page opposite).

- Only the emergency problem is treated.
- Anyone who is not registered with the Podiatry department will have to complete an application form to see if they are eligible to receive NHS Podiatry treatment.
- Time is limited so please wear hosiery that can be easily removed.
- Parking at the clinics may be limited.

## What will the emergency clinic treat?

- Ulcers
- Ingrowing or inflamed toe nail(s)
- Infected / inflamed corns or callus in **high/moderate risk** patients
- Open wounds caused by injury
- Infections of the foot in **high/moderate risk patients**
- Previously arranged post-operative care
- Diabetic patients with normally insensitive (numb) feet that are painful

## Problems that will not be treated:

- Foot assessments or non-emergency treatments
- Routine treatment of corns or callus
- Padding or strapping
- Insole provision
- Routine nail cutting
- Thickened/deformed nails
- Fungal infections of the skin or nail(s)
- Verrucae

All of the above also applies to newly diagnosed diabetics.

These criteria will be strictly adhered to and the clinician on duty will turn you away if your condition is not considered to be an emergency.

**Please call 01244 385000 to make a routine appointment.**

**People who access our services are welcome to talk to the Team Manager if they are experiencing any problems with their care.**