

Making Podiatry Services Accessible and Inclusive

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Tackling Health Inequalities - One Year Action Plan



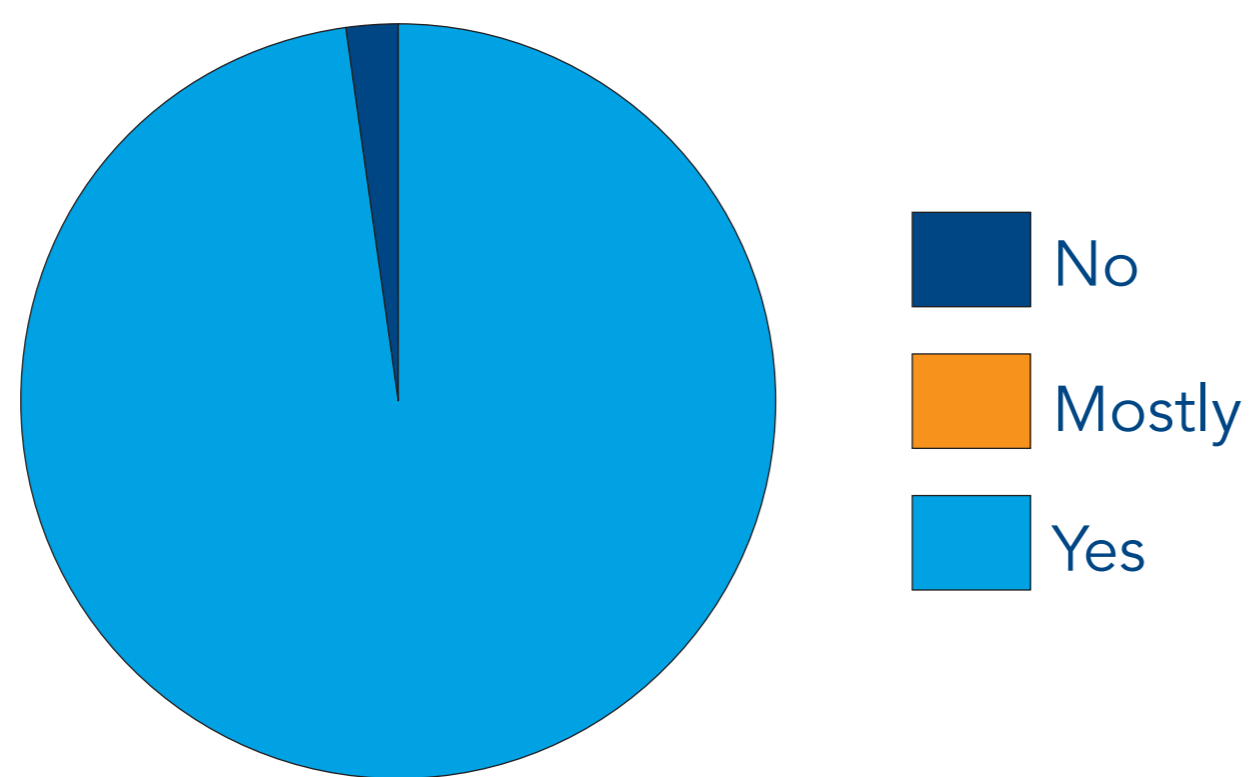
One Small Change Can Make a Big Difference

- Introducing new triage tools
- Making every contact count - Realistic Medicine model
- Personal contact with every individual referred
- Ceasing sending information on self-care measures without making personal contact with every individual referred
- Introduction of telephone consultations
- Introduction of new patient clinics
- Patient involvement in treatment planning
- Seeking Patient feedback

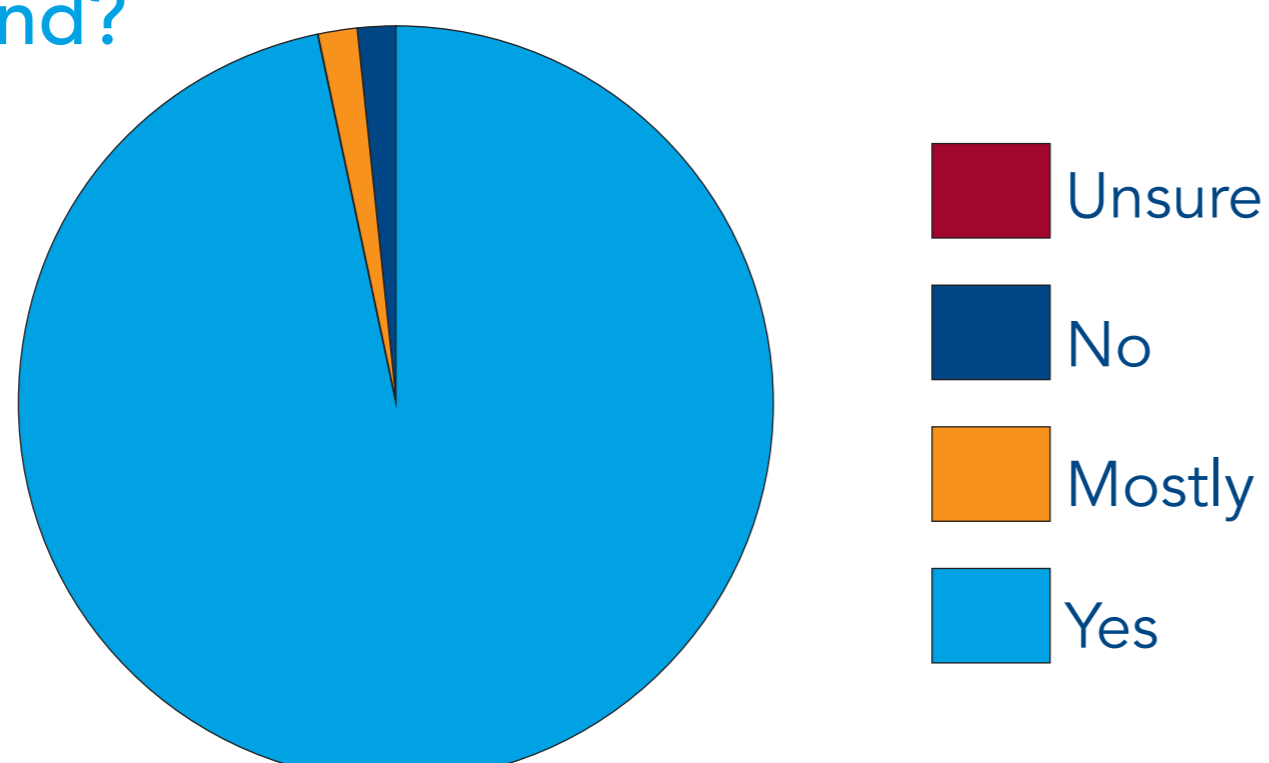
Podiatry Service

- Contacts May 22-23 - 24,187
- July 2023 - 357 new patients on waiting list, waiting times 53 weeks for General Podiatry
- Following introduction of ACRT
- January 2024 -18 waiting in General Podiatry with 3.3 week wait
- MSK Podiatry, ACRT being rolled out Feb 24

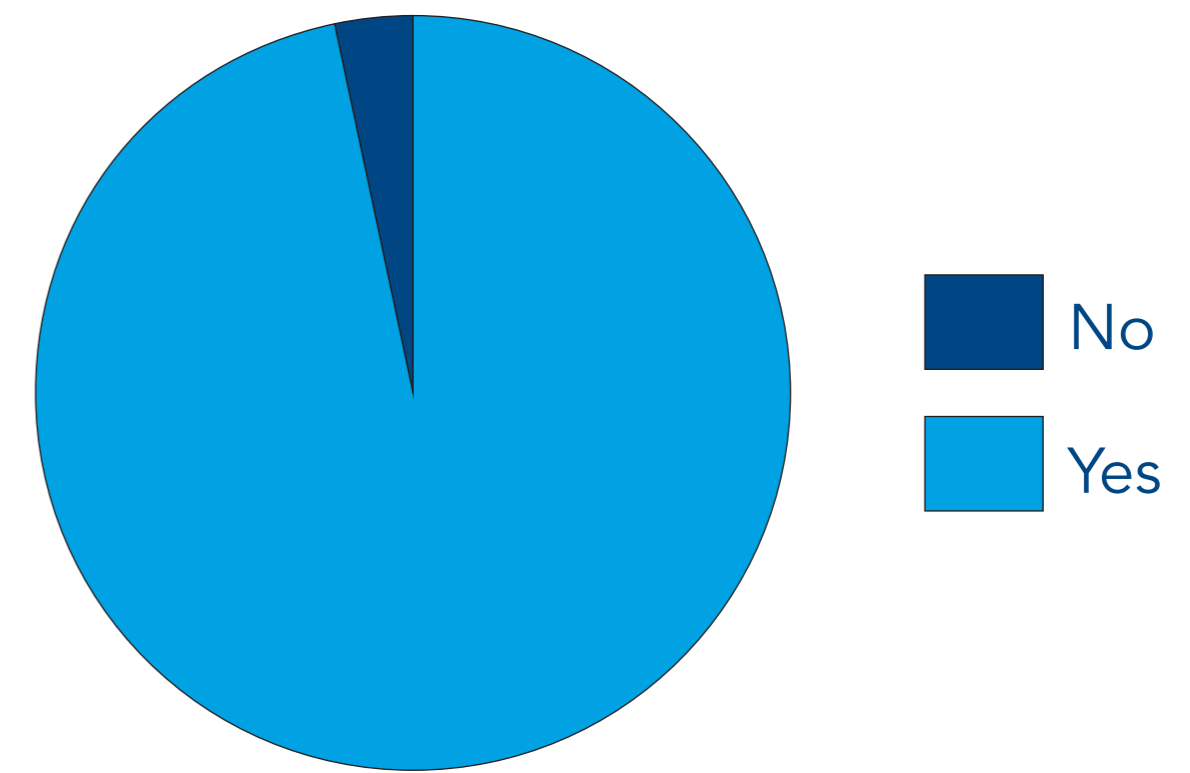
Did the clinician communicate with you in a way you could understand?



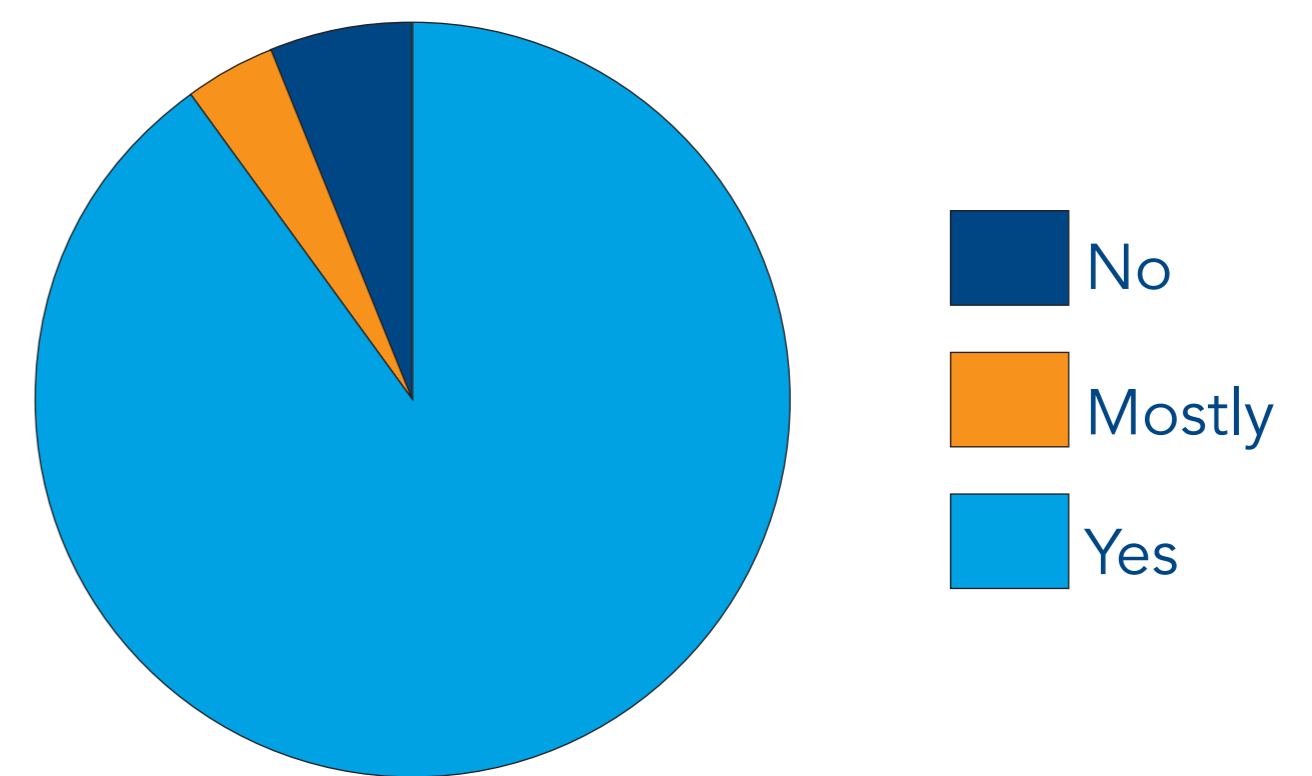
Were you given enough information in a way that you could understand?



Did the clinician give you time to ask questions and were they answered in a way you could understand?



Were you given the opportunity to be involved in your care and treatment?



What Did We do Well?



Key Outcomes

Working collaboratively across traditional health and social care boundaries, utilising skills and expertise of our clinical team has helped us deliver Value Based Healthcare centred on what matters to people accessing Podiatry Services



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