**New Patient Information**

In the first instance your call will be triaged by the referral management centre. If an appointment is required a telephone consultation appointment will be arranged for you*.

*Infected toe nail surgery cases and wound/ulcers are exceptions to this and will require you to attend a face to face or have a virtual consultation.

**New Patient Telephone Appointment**

You will be given a day and time for the podiatrist to phone you. Please ensure you have provided us with the correct contact number when making this appointment. If further treatment is required a virtual consultation may be offered.

**Virtual (Near Me) Consultations**

You will be allocated an appointment time to log into our virtual waiting room. Instructions and guidance will be provided for accessing these clinics. If further treatment is required a face to face consultation may be offered. Learn more about our virtual clinics [here](#).

**Face to Face Appointment**

If you are asked to attend the clinic for an appointment please read the following guidance to help keep you safe:

- Wear a face covering within the building
- Use hand sanitiser when entering and leaving clinical areas and after touching furniture or equipment
- Maintain the recommended physical distance wherever possible
- Attend for appointments at your appointment time. Please do not attend early for these as physical distancing must be maintained within waiting areas
• You should attend your appointment alone unless you require assistance. This will allow physical distancing to be maintained within our waiting areas and clinical rooms.
• You should only attend our department if you have an appointment. We will not be able to accommodate seeing anyone out with allotted clinical times and cannot appoint people who attend the department for booking appointments.
• It is essential that you do not attend if you have a persistent cough, fever, or loss of taste or smell. In this instance you should contact us to reschedule your appointment. Click for further guidance.

If you are an existing patient:

Return appointments

These are gradually being reintroduced on a phased return basis dependent on your previously assessed need (see figure 1 above). You will receive a phone call offering you an appointment. These may take a different format from what you have previously been used to. Appointments may be phone calls, virtual (Near Me) consultations or face to face. You will be advised by our call centre as to your appointment type.

Telephone appointment:

You will be given a day and time for the podiatrist to phone you. Make sure you have provided us with the correct contact number when making this appointment.

Virtual (Near Me) Consultations:

You will be allocated an appointment time to log into our virtual waiting room. Instructions and guidance will be provided for accessing these clinics. Learn more about our virtual clinics here.

Face to face:

Your return appointment will feel different from before.

When attending:

• Wear a face covering within the building
• Use hand sanitiser when entering and leaving clinical areas and after touching furniture or equipment
• Maintain the recommended physical distance wherever possible
• Attend for appointments at your appointment time. Please do not attend early for these as physical distancing must be maintained within waiting areas
• You should attend your appointment alone unless you require assistance. This will allow physical distancing to be maintained within our waiting areas and clinical rooms
• You should only attend our departments if you have an appointment. We will not be able to accommodate seeing anyone out with allotted clinical times and cannot appoint people who attend the department for booking appointments
• **It is essential that you do not attend if you have a persistent cough, fever, or loss of taste or smell. In this instance you should contact us to reschedule your appointment. Click for further guidance.**

If you would like more information please click the link below.