Addenbrooke’s Rehabilitation Clinic 9 (ARC 9)

Introduction
Welcome to Addenbrooke’s Rehabilitation Clinic 9 (ARC 9). We are one of the Outpatient Departments of Addenbrooke’s NHS Trust Hospital which houses the Prosthetic and Orthotic Service (Artificial Limbs & Surgical Appliances) and some neuroscience clinics.

This booklet will try to explain some of the things you will want to know about the clinic. It will introduce you to various members of the staff whom you may meet when you attend for any appointments.

We are all here to answer your questions and to help in any way we can. If there is any assistance we can give, please do not hesitate to call telephone number 01223 216563, or you can come in and speak to any of our reception staff.

Reception
If you visit the clinic please come to the reception desk as soon as you arrive. Please also remember to let the reception staff know when you leave. This is a safety precaution, as we need to know who is in the clinic at all times.

The clinic has a spacious and pleasant reception area. There is a television and plenty of reading material to keep you entertained. We also have a children’s play area full of toys and books.

The team
The clinic is run with a team approach and the central figure of the team is you, the patient.

The nurse
The clinic nurse will make sure you are in the right place at the right time to see the doctor or other Health Care Professional. On your first visit she/he will tell you what to expect and will be able to answer many of your questions.

The nurses office telephone number is 01223 217860.

The Prosthetist and Orthotist
Prosthetists and orthotists provide care for anyone requiring an artificial limb (prosthesis) or a device to support or control part of the body (orthosis). They also advise on rehabilitation.
Orthotists provide a range of splints, braces and special footwear to aid movement, correct deformity and relieve discomfort.

Prosthetists provide the best possible artificial replacement for patients who have lost or were born without a limb. A prosthetic limb should feel and looks like a natural limb.

The doctor

If your visit requires it, you will see the consultant or his specialist registrar. Dr Kirker is a Consultant in Rehabilitation Medicine, specialising in prosthetics, orthotics and neuro-rehabilitation.

The neurology and neurosurgery consultants hold specific clinics in clinic 9 and are sometimes supported in these clinics by specialist nurses.

The reception staff

The reception staff will arrange all your clinic appointments.

It is important you always let us know immediately if you change your name, address or telephone number to ensure that our records are always correct in case we have to contact you urgently.

The telephone number for reception is 01223 216563.

Transport

If, for medical reasons, you are unable to make your own way here for a clinic appointment, your GP surgery can book hospital transport for you. However, you will appreciate the huge demands that are made on the ambulance service and the inconvenience that this can cause. Therefore, it can often be to your own advantage if you can arrange to get here by other means.

For patients who require hospital transport and are registered with Norfolk or Suffolk GPs, please make your request for transport by calling the Patient Transport Clinical Assessment and Advice Centre on 0845 8500774. Lines are open Monday to Friday 08:00 to 18:30 and Saturday 08:00 to 12:00. Please have your NHS number, details of your GP surgery, hospital clinics and appointment details to hand. You will be asked some questions to verify that you are eligible. You can make a booking up to 48 hours in advance of your appointment.

Behind the scenes

A manager is in charge of the administration of the clinic. He/she sees that the clinic runs smoothly. The manager is very keen to have any comments about your visit to clinic 9,
Your questions

You will probably have lots of questions on your mind and it is important that you have them answered. You may discuss them with the clinic staff when you visit or you may write or telephone. Do not worry if you do not remember them all at once because you may contact us as often as you wish. It may help to write them down as you think of them.

Waiting times

When you visit the clinic there will be times when you will be asked to wait, usually because the clinic staff have had to spend longer than expected with a previous patient. You will never be asked to wait unnecessarily. You may also have to wait if you have come by hospital transport. This is because it is impossible to calculate how long a patient will need to be in a particular clinic, and sometimes ambulance schedules have to be reworked. This is why it is to your own advantage to get here by other means if you can.

Prosthetic patients

The clinic has various facilities to help assess your needs including designated room for walking and gait system laboratory. Like most prosthetic centres consultation with the prosthetist is held in an area with other patients.

If patients have any concerns about their visit to clinic 9, please call the clinic and they will be happy to help.

Travel expenses

If you are in receipt of Income Support or Family Income Supplement you may claim for a refund of travel expenses. If you wish to claim and be paid on the day you attend you must bring your order book with you.

If you are in receipt of a War Pension for the disability that requires you to use a wheelchair you may claim for a refund of travel expenses, subsistence and loss of earnings on the day you attend.

If you do not receive any of the above but still need help with your travel expenses you should contact your local Social Security Office.

Can I have help in getting to ARC 9?

Yes, if you are unable to travel by public transport, or your own transport, your doctor can apply for you to have hospital transport.
We are now a smoke-free site: smoking will not be allowed anywhere on the hospital site.
For advice and support in quitting, contact your GP or the free NHS stop smoking helpline on 0800 169 0 169.

Other formats:

If you would like this information in another language, large print or audio, please ask the department where you are being treated, to contact the patient information team: patient.information@addenbrookes.nhs.uk.
Please note: We do not currently hold many leaflets in other languages; written translation requests are funded and agreed by the department who has authored the leaflet.