

Table 1. Presentation of techniques used to measure foot anthropometrics

| Main groups | Sub-group                                     | Year      | Source, illustration and references              | Definition of foot anthropometrics  | Equipment  | Measurement error                   |
|-------------|---|-----------|--|---|--|-------------------------------------|
| Foot length |   |           |  |   |  |                                     |
| Group D     | Group D <sub>N</sub> and Group D <sub>D</sub> | 2010-2015 | Hellstrand Tang et al. 2014-2016, Figure 3. [29] | Parallel to the foot axis   | Calliper   | Inter-rater, mean difference 0.2 mm |
| Group C     | Group C <sub>1</sub>                          | 1972-1977 | SFI Figure 3-5. [4, 30, 32]                      | The distance along the y-axis from the posterior heel point to the anterior toe point   | Foot measurement apparatus and calliper  | Measurement error ± 0.14 mm         |
|             | Group C <sub>2</sub>                          | 2007      | Hansson et al. 2009, [26, 53]                    | The distance, parallel to the long axis of the foot, from the back of the heel to the tip of the longest toe  | Rigid measuring tape. The feet were placed in a fixture, where length was relocated with a set square and read off     | Accuracy ± 2 mm                     |
| Foot width  |   |           |  |   |  |                                     |
| Group D     | Group D <sub>N</sub> and Group D <sub>D</sub> | 2010-2015 | Hellstrand Tang et al. 2014-2016, Figure 3. [29] | Foot width: measured to the foot axis, perpendicularly, as the projected length of the distance in the forefoot through the centre of the first metatarsal head to the lateral side | Calliper   | Inter-rater, mean difference 0.7 mm |
| Group C     | Group C <sub>1</sub>                          | 1976-1977 | SFI, Figure 3-5. [4, 30, 32]                     | The ball width was used to calculate foot width using the equation:<br>foot width = ball width * cosinus ball angle   | Foot measurement apparatus   | Measurement error ± 0.06 mm         |
|             | Group C <sub>2</sub>                          | 2007      | Hansson et al. 2009, [26, 53]                    | As to the foot length axis, perpendicularly, width of the forefoot through the centre of the first metatarsal head  | Rigid measuring tape. The feet were placed in a fixture, where foot width was relocated with a set square and read off | Accuracy ± 2 mm                     |
| Toe height  |   |           |  |   |  |                                     |
| Group D     | Group D <sub>N</sub> and Group D <sub>D</sub> | 2010-2015 | Hellstrand Tang et al. 2014-2016, [29]           | The highest toe was measured  | Ruler  | Inter-rater, mean difference 0.5 mm |
| Group C     | Group C <sub>1</sub> (♀)                      | 1976-1977 | SFI, [4]   | Digits 2-4 were measured  | Ruler  | Measurement error ± 0.18 mm         |

The table presents the different techniques used to measure foot anthropometrics. The definition of each measurement is noted. Measurement error is reported. All measurements were made with the test person in a standing position.

SFI; the Swedish Shoe Industry's Research Institute

Group D<sub>N</sub>; group of participants diagnosed with diabetes with neuropathy

Group D<sub>D</sub>; group of participants diagnosed with diabetes without neuropathy

Group C<sub>1</sub>; control group 1 consisted of women working at a factory or an office, conscripts and retirees. The data were obtained from the Swedish Shoe Industry's Research Institute.

Group C<sub>2</sub>; control Group 2 consisted of women and men from the general population living in Malmö/Lund.

Table 2. Description of the demographics in the groups

| Gender       | Groups               | Age ( years) |     |    | Weight (kg) |    | Height (m) |      | BMI (kg/m <sup>2</sup> ) |      |      |
|--------------|----------------------|--------------|-----|----|-------------|----|------------|------|--------------------------|------|------|
|              |                      | Sub group    | n   | m  | SD          | m  | SD         | m    | SD                       | m    | SD   |
| <b>Women</b> |                      |              |     |    |             |    |            |      |                          |      |      |
|              | Group D, total       |              | 73  | 61 | 14.4        | 75 | 15.2       | 1.67 | 0.076                    | 26.7 | 4.89 |
|              | Group D <sub>N</sub> |              | 42  | 61 | 12.4        | 74 | 15.8       | 1.67 | 0.071                    | 26.6 | 5.26 |
|              | Group D <sub>0</sub> |              | 31  | 60 | 16.9        | 76 | 14.6       | 1.68 | 0.083                    | 27.0 | 4.41 |
|              | Group C, total       |              | 515 | 41 | 16.5        | 65 | 11.0       | 1.68 | 0.069                    | 23.1 | 3.42 |
|              | Group C <sub>1</sub> |              | 253 | 43 | 18.8        | -  | -          | -    | -                        | -    | -    |
|              | Group C <sub>2</sub> |              | 262 | 38 | 13.4        | 65 | 11.0       | 1.68 | 0.069                    | 23.1 | 3.42 |
| <b>Men</b>   |                      |              |     |    |             |    |            |      |                          |      |      |
|              | Group D, total       |              | 91  | 63 | 13.7        | 93 | 18.0       | 1.8  | 0.080                    | 28.7 | 5.21 |
|              | Group D <sub>N</sub> |              | 60  | 66 | 10.5        | 96 | 17.9       | 1.81 | 0.083                    | 29.5 | 5.32 |
|              | Group D <sub>0</sub> |              | 31  | 57 | 16.9        | 87 | 16.6       | 1.79 | 0.071                    | 27.2 | 4.75 |
|              | Group C, total       |              | 340 | 34 | 17.9        | 78 | 3.84       | 1.79 | 0.071                    | 24.1 | 3.56 |
|              | Group C <sub>1</sub> |              | 235 | 33 | 19.7        | -  | -          | -    | -                        | -    | -    |
|              | Group C <sub>2</sub> |              | 105 | 35 | 12.8        | 78 | 13.8       | 1.79 | 0.071                    | 24.1 | 3.56 |

The results are presented as the number (n), mean (m) and standard deviation (SD)

Group D; patients with diabetes

Group D<sub>N</sub>; group of participants diagnosed with diabetes with neuropathy

Group D<sub>0</sub>; group of participants diagnosed with diabetes without neuropathy

Group C; control group

Group C<sub>1</sub>; control Group 1 consisted of women working at a factory or an office, conscripts and retirees. The data were obtained from the Swedish Shoe Industry's Research Institute.

Group C<sub>2</sub>; control Group 2 consisted of women and men from the general population living in Malmö/Lund.

Table 3. Characteristics of the patients diagnosed with diabetes.

| Gender | Groups               | Type 1/<br>Type 2 diabetes<br>n | HbA1c<br>mmol/mol |     |     | HbA1c<br>% |    |      | Duration<br>years |    |      |
|--------|----------------------|---------------------------------|-------------------|-----|-----|------------|----|------|-------------------|----|------|
|        |                      |                                 | n                 | M   | SD  | n          | m  | SD   | n                 | m  | SD   |
| Women  | Group D <sub>N</sub> | 20/22                           | 30                | 6   | 1.0 | 30         | 53 | 10.5 | 42                | 21 | 15.7 |
|        | Group D <sub>D</sub> | 13/18                           | 25                | 6   | 1.2 | 25         | 55 | 12.7 | 31                | 14 | 12.4 |
| Men    | Group D <sub>N</sub> | 7/53                            | 42                | 6.8 | 1.8 | 42         | 60 | 18.2 | 60                | 15 | 11.8 |
|        | Group D <sub>D</sub> | 11/20                           | 24                | 6   | 0.9 | 24         | 55 | 9.8  | 31                | 16 | 12.4 |

The results are presented as the number (n), mean (m) and standard deviation (SD).

HbA1c; haemoglobin A1c

Group D<sub>N</sub>; group of participants diagnosed with diabetes with neuropathy

Group D<sub>D</sub>; group of participants diagnosed with diabetes without neuropathy

Table 4. Descriptive information of foot anthropometrics

| Variable               | Diabetes             |       |      |                      |       |      | Control              |       |      |                      |       |      |
|------------------------|----------------------|-------|------|----------------------|-------|------|----------------------|-------|------|----------------------|-------|------|
|                        | Group D <sub>N</sub> |       |      | Group D <sub>0</sub> |       |      | Group C <sub>1</sub> |       |      | Group C <sub>2</sub> |       |      |
|                        | n                    | m     | SD   | n                    | m     | SD   | n                    | m     | SD   | n                    | m     | SD   |
| <b>Women</b>           |                      |       |      |                      |       |      |                      |       |      |                      |       |      |
| Foot length (mm)       | 41                   | 242.8 | 13.5 | 31                   | 245.4 | 10.9 | 253                  | 242.9 | 11.1 | 262                  | 242.3 | 12.3 |
| Foot width (mm)        | 42                   | 95.3  | 6.9  | 31                   | 96.8  | 4.9  | 252                  | 90.9  | 7.7  | 262                  | 91.7  | 5.1  |
| Index <sub>FL/FW</sub> | 41                   | 2.6   | 0.18 | 31                   | 2.5   | 0.14 | 252                  | 2.7   | 0.21 | 262                  | 2.6   | 0.12 |
| Toe height (mm)        | 37                   | 25.8  | 4.6  | 24                   | 24.5  | 4.4  | 200                  | 25.3  | 2.2  | n/a                  | n/a   | n/a  |
| <b>Men</b>             |                      |       |      |                      |       |      |                      |       |      |                      |       |      |
| Foot length (mm)       | 60                   | 271.4 | 15.2 | 31                   | 262.7 | 13.7 | 235                  | 266.6 | 13.1 | 105                  | 264.8 | 15.2 |
| Foot width (mm)        | 60                   | 105.8 | 7.9  | 31                   | 102.4 | 5.1  | 235                  | 98.8  | 5.7  | 105                  | 101.2 | 5.8  |
| Index <sub>FL/FW</sub> | 60                   | 2.6   | 0.20 | 31                   | 2.6   | 0.15 | 235                  | 2.7   | 0.13 | 105                  | 2.6   | 0.14 |
| Toe height (mm)        | 52                   | 28.3  | 5.7  | 23                   | 26.9  | 4.1  | n/a                  | n/a   | n/a  | n/a                  | n/a   | n/a  |

The results are presented as the number (n), mean (m) and standard deviation (SD).

Index<sub>FL/FW</sub>; index foot length/foot width

Group D<sub>N</sub>; group of participants diagnosed with diabetes with neuropathy

Group D<sub>0</sub>; group of participants diagnosed with diabetes without neuropathy

Group C<sub>1</sub>; control Group 1 consisted of women working at a factory or an office, conscripts and retirees. The data were obtained from the Swedish Shoe Industry's Research Institute.

Group C<sub>2</sub>; control group 2 consisted of women and men from the general population living in Malmö/Lund [26]

Table 5. Comparisons of foot anthropometrics in groups of patients with diabetes with those in control groups

| Comparison   | Variable                          | Group          | Mean (mm)         | Pairwise comparisons           | Diff. (mm)                     | p-value           | Sign. | Comments                                     |
|--------------|-----------------------------------|----------------|-------------------|--------------------------------|--------------------------------|-------------------|-------|--|
| Comparison 1 |                                   |                |                   |                                |                                |                   |       |  |
|              | Foot length                       | D <sub>N</sub> | 259.8             | D <sub>N</sub> -D <sub>D</sub> | 5.8                            | 0.038             | *     |  |
|              |                                   |                |                   | D <sub>N</sub> -C <sub>1</sub> | 5.5                            | 0.004             | *     |  |
|              | D <sub>N</sub> -C <sub>2</sub>    |                |                   | 11.0                           | ≤0.001                         | ***               |       |  |
|              |                                   | D <sub>D</sub> | 254.0             | D <sub>D</sub> -C <sub>1</sub> | -0.3                           | 0.907             |       |  |
|              |                                   |                |                   | D <sub>D</sub> -C <sub>2</sub> | 5.3                            | 0.025             | *     |  |
|              |                                   | C <sub>1</sub> | 254.3             | C1-C <sub>2</sub>              | 5.5                            | ≤0.001            | ***   |  |
|              |                                   | C <sub>2</sub> | 248.8             |                                |                                |                   |       |  |
|              | Foot width                        | D <sub>N</sub> | 101.5             | D <sub>N</sub> -D <sub>D</sub> | 1.9                            | 0.132             |       |  |
|              |                                   |                |                   | D <sub>N</sub> -C <sub>1</sub> | 6.8                            | ≤0.001            | ***   |  |
|              | D <sub>N</sub> -C <sub>2</sub>    |                |                   | 7.1                            | ≤0.001                         | ***               |       |  |
|              |                                   | D <sub>D</sub> | 99.6              | D <sub>D</sub> -C <sub>1</sub> | 4.9                            | ≤0.001            | ***   |  |
|              |                                   |                |                   | D <sub>D</sub> -C <sub>2</sub> | 5.2                            | ≤0.001            | ***   |  |
|              |                                   | C <sub>1</sub> | 94.7              | C1-C <sub>2</sub>              | 0.3                            | 0.566             |       |  |
|              |                                   | C <sub>2</sub> | 94.4              |                                |                                |                   |       |  |
|              | Index <sub>FL/FW</sub>            | D <sub>N</sub> | 2.57              | D <sub>N</sub> -D <sub>D</sub> | 0.02                           | 0.555             |       |  |
|              |                                   |                |                   | D <sub>N</sub> -C <sub>1</sub> | -0.13                          | ≤0.001            | ***   |  |
|              | D <sub>N</sub> -C <sub>2</sub>    |                |                   | -0.07                          | ≤0.001                         | ***               |       |  |
|              |                                   | D <sub>D</sub> | 2.56              | D <sub>D</sub> -C <sub>1</sub> | -0.14                          | ≤0.001            | ***   |  |
|              |                                   |                |                   | D <sub>D</sub> -C <sub>2</sub> | -0.09                          | 0.001             | ***   |  |
|              |                                   | C <sub>1</sub> | 2.70              | C1-C <sub>2</sub>              | 0.06                           | ≤0.001            | ***   |  |
|              |                                   | C <sub>2</sub> | 2.64              |                                |                                |                   |       |  |
|              | Maximum toe height <sup>log</sup> | D <sub>N</sub> | 26.9 <sup>a</sup> | D <sub>N</sub> /D <sub>D</sub> | 1.06 <sup>b</sup>              | 0.010             | *     |  |
|              |                                   |                |                   | D <sub>N</sub> /C <sub>1</sub> | 1.07 <sup>b</sup>              | ≤0.001            | ***   |  |
|              | D <sub>D</sub>                    |                |                   | 25.2 <sup>a</sup>              | D <sub>D</sub> /C <sub>1</sub> | 1.00 <sup>b</sup> | 0.962 |  |
|              |                                   | C <sub>1</sub> | 25.2 <sup>a</sup> |                                |                                |                   |       |  |
| Comparison 2 |                                   |                |                   |                                |                                |                   |       |  |
|              | Foot length                       | D <sub>N</sub> | 256.8             | D <sub>N</sub> -D <sub>D</sub> | 3.3                            | 0.111             |       | Intercept (mm) 264.3,<br>gender (man) : 23.6 |
|              |                                   |                |                   | D <sub>N</sub> -C <sub>1</sub> | 1.9                            | 0.220             |       |  |
|              | D <sub>N</sub> -C <sub>2</sub>    |                |                   | 2.8                            | 0.085                          |                   |       |  |
|              |                                   | D <sub>D</sub> | 253.5             | D <sub>D</sub> -C <sub>1</sub> | -1.4                           | 0.430             |       |  |
|              |                                   |                |                   | D <sub>D</sub> -C <sub>2</sub> | -0.5                           | 0.780             |       |  |
|              |                                   | C <sub>1</sub> | 254.9             | C1-C <sub>2</sub>              | 0.9                            | 0.318             |       |  |
|              |                                   | C <sub>2</sub> | 254.0             |                                |                                |                   |       |  |

|                                   |                        |                   |                                |                                |        |   |  |     |
|-----------------------------------|------------------------|-------------------|--------------------------------|--------------------------------|--------|---|--|-----|
| Comparison 3                      | Foot width             | D <sub>N</sub>    | 98.8                           |                                |        |   | Intercept (mm): 97.7, age:<br>0.085, gender (man): 9.0 |     |
|                                   |                        |                   |                                | D <sub>N</sub> -D <sub>D</sub> | 0.5    | 0.585   |  |     |
|                                   |                        |                   |                                | D <sub>N</sub> -C <sub>1</sub> | 3.6    | ≤0.001  |  | *** |
|                                   |                        |                   |                                | D <sub>N</sub> -C <sub>2</sub> | 2.0    | 0.009   |  | **  |
|                                   |                        | D <sub>D</sub>    | 98.2                           |                                |        |   |  |     |
|                                   |                        |                   |                                | D <sub>D</sub> -C <sub>1</sub> | 3.1    | ≤0.001  |  | *** |
|                                   |                        |                   | D <sub>D</sub> -C <sub>2</sub> | 1.5                            | 0.092  |   |  |     |
|                                   |                        | C <sub>1</sub>    | 95.1                           |                                |        |   |  |     |
|                                   |                        |                   | C <sub>1</sub> -C <sub>2</sub> | -1.6                           | ≤0.001 | ***   |  |     |
|                                   |                        | C <sub>2</sub>    | 96.7                           |                                |        |   |  |     |
|                                   | Index <sub>FL/FW</sub> | D <sub>N</sub>    | 2.62                           |                                |        |   | Intercept: 2.71,<br>age: -0.002                        |     |
|                                   |                        |                   |                                | D <sub>N</sub> -D <sub>D</sub> | 0.03   | 0.272   |  |     |
|                                   |                        |                   |                                | D <sub>N</sub> -C <sub>1</sub> | -0.07  | ≤0.001  |  | *** |
|                                   |                        |                   |                                | D <sub>N</sub> -C <sub>2</sub> | -0.01  | 0.499   |  |     |
|                                   |                        | D <sub>D</sub>    | 2.59                           |                                |        |   |  |     |
|                                   |                        |                   |                                | D <sub>D</sub> -C <sub>1</sub> | -0.10  | ≤0.001  |  | *** |
|                                   |                        |                   | D <sub>D</sub> -C <sub>2</sub> | -0.041                         | 0.068  |   |  |     |
|                                   |                        | C <sub>1</sub>    | 2.69                           |                                |        |   |  |     |
|                                   |                        |                   | C <sub>1</sub> -C <sub>2</sub> | 0.06                           | ≤0.001 | ***   |  |     |
|                                   |                        | C <sub>2</sub>    | 2.63                           |                                |        |   |  |     |
| Maximum toe height <sup>log</sup> | D <sub>N</sub>         | 25.5 <sup>a</sup> |                                |                                |        | Intercept (mm): 25.0, age:<br>0.003, gender (man) 1.09    |  |     |
|                                   |                        |                   | D <sub>N</sub> /D <sub>D</sub> | 1.05 <sup>b</sup>              | 0.049  |   | *  |     |
|                                   |                        |                   | D <sub>N</sub> /C <sub>1</sub> | -1.06 <sup>b</sup>             | 0.021  |   | *  |     |
|                                   | D <sub>D</sub>         | 24.4 <sup>a</sup> |                                |                                |        |   |  |     |
|                                   |                        |                   | D/C <sub>1</sub>               | -1.11 <sup>b</sup>             | 0.001  |   | **   |     |
|                                   | C <sub>1</sub>         | 27.1 <sup>a</sup> |                                |                                |        |   |  |     |
| Foot length                       | D <sub>N</sub>         | 255.3             |                                |                                |        | Intercept (mm): 249.7,<br>gender (man): 22.3, BMI:<br>0.6 |  |     |
|                                   |                        |                   | D <sub>N</sub> -D <sub>D</sub> | 2.8                            | 0.195  |   |  |     |
|                                   |                        |                   | D <sub>N</sub> -C <sub>2</sub> | 0.8                            | 0.678  |   |  |     |
|                                   | D <sub>D</sub>         | 252.5             |                                |                                |        |   |  |     |
|                                   |                        |                   | D <sub>D</sub> -C <sub>2</sub> | -2.0                           | 0.341  |   |  |     |
|                                   | C <sub>2</sub>         | 254.5             |                                |                                |        |   |  |     |
| Foot width                        | D <sub>N</sub>         | 98.6              |                                |                                |        | Intercept (mm): 86.0,<br>gender (man): 8.4, BMI:<br>0.6   |  |     |
|                                   |                        |                   | D <sub>N</sub> -D <sub>D</sub> | 0.4                            | 0.667  |   |  |     |
|                                   |                        |                   | D <sub>N</sub> -C <sub>2</sub> | 1.6                            | 0.047  |   | *  |     |
|                                   | D <sub>D</sub>         | 98.2              |                                |                                |        |   |  |     |
|                                   |                        |                   | D <sub>D</sub> -C <sub>2</sub> | 1.2                            | 0.151  |   |  |     |
|                                   | C <sub>2</sub>         | 97.0              |                                |                                |        |   |  |     |
| Index <sub>FL/FW</sub>            | D <sub>N</sub>         | 2.60              |                                |                                |        | Intercept: 2.9, BMI: 0.01                                 |  |     |
|                                   |                        |                   | D <sub>N</sub> -D <sub>D</sub> | 0.03                           | 0.234  |   |  |     |
|                                   |                        |                   | D <sub>N</sub> -C <sub>2</sub> | -0.02                          | 0.230  |   |  |     |
|                                   | D <sub>D</sub>         | 2.58              |                                |                                |        |   |  |     |
|                                   |                        |                   | D <sub>D</sub> -C <sub>2</sub> | -0.05                          | 0.018  |   | *  |     |
|                                   | C <sub>2</sub>         | 2.63              |                                |                                |        |   |  |     |

Mean, the estimated fixed effect on the dependent foot variable

Comparison 1 examines whether differences exist in the dependent variables (foot length, foot width, Index<sub>FL/FW</sub> and maximum toe height) when comparing the four groups: (diabetes with neuropathy (D<sub>N</sub>),

diabetes without neuropathy (D<sub>D</sub>), controls from the Swedish Shoe Industry's Research Institute (C<sub>1</sub>) and from Hansson et al.'s study (C<sub>2</sub>) [26]. Statistics used: ANOVA.

Comparison 2 examines whether differences exist in the dependent variables when comparing the four groups: D<sub>N</sub>, D<sub>D</sub>, C<sub>1</sub>, and C<sub>2</sub> and considering the covariates of age and gender. Statistics used: analysis of covariance.

Comparison 3 examines whether differences exist in the dependent variables when comparing four groups: D<sub>N</sub>, D<sub>D</sub> and C<sub>2</sub> and considering the covariates of age, gender and BMI. Statistics used: analysis of covariance.

The "comments" column: estimates of intercept and the fixed effects (mm) of the covariates with a p-value of < 0.001

Diff.; differences between groups

Sign.; significant differences: \*; p-value ≤ 0.05, \*\* ; p-value ≤ 0.01, \*\*\*; p-value ≤ 0.001

Index<sub>FL/FW</sub>; index foot length/foot width

<sup>log</sup>; logarithmic values

<sup>a</sup>; median values

<sup>b</sup>; median ratio

Table 6. Patients self-reported experience of the services at the DPO and the assistive devices.

| <i>Answers level of content/usage</i>           | <i>Were you provided with shoes?</i> | <i>If Yes, how much have you used your shoes?</i> | <i>How content are you with the shoes?</i> | <i>Were you provided with foot orthoses?</i> | <i>If Yes, how much have you used your foot orthoses?</i> | <i>How content are you with the foot orthoses?</i> |
|---|--------------------------------------|---|--|--|---|--|
| <i>Yes/No</i>                                   | 30/56                                |   |  | 80/6   |   |  |
| <i>Yes (%)</i>                                  | (35%)                                |   |  | (93%)  |   |  |
| <i>Never /discontent/</i>                       |                                      | 2<br>(7%)   | 1<br>(3%)                                  |  | 1<br>(1%)   | 3<br>(4%)  |
| <i>Seldom/somewhat discontent/</i>              |                                      | 3<br>(10%)  | 2<br>(7%)                                  |  | 6<br>(8%)   | 2<br>(2%)  |
| <i>Sometimes/neither content or discontent/</i> |                                      | 4<br>(13%)  | 4<br>(14%)                                 |  | 10<br>(13%)   | 5<br>(6%)  |
| <i>Often/content/</i>                           |                                      | 9<br>(30%)  | 11<br>(38%)                                |  | 19<br>(24%)   | 28<br>(35%)  |
| <i>All the tim/very content/</i>                |                                      | 12<br>(40%)                                       | 11<br>(38%)                                |  | 43<br>(54%)   | 41<br>(52%)  |
| <i>Missing values</i>                           | 1                                    | 57  | 58   | 1  | 8   | 8  |
| <i>Total number</i>                             | 87                                   | 87  | 87   | 87   | 87  | 87   |

*At the three-month follow-up the patients were interviewed in terms of how they perceived to use the footwear and foot orthoses they had received. The answers are the interviewer's translation of the patients' answers in terms of the amount of time they have used their shoes and orthoses and their perception of the shoes and orthoses.*



Table 7. Three-month follow-up of patients who have had been provided with shoes and insoles at the Department of Prosthetics and Orthotics (DPO).

| Comments  | Category          | Sum |
|---|-------------------|-----|
| <i>Has developed an ulcer on his/her toe, but it is not because of the shoes. The patient hit his/her little toe. Broke her toe in the summer and has not used the insoles since then. Before that, however, she used the insoles all the time.</i>   | foot-complication |     |
|   | foot complication |     |
|   |                   | 2   |
| <i>Had been using the shoes all the time before the summer, but it is too hot now. Has not used the shoes because of the hot summer but will use them in the autumn. Because of the summer, the patient has been wearing sandals into which the insoles did not fit. Thinks the shoes are heavy, wishes there were colours other than black, especially now in the summer.</i>  | season            |     |
|   | season            |     |
|   | season            |     |
|   | season            |     |
|   |                   | 4   |
| <i>Use the insoles all the time outside but not indoors. Only use the insoles outside. Only use the insoles outside, no longer have pain. Use the insoles outside all the time.</i>   | Outdoors          |     |
|   | Outdoors          |     |
|   | Outdoors          |     |
|   | Outdoors          |     |
|   |                   | 4   |
| <i>She did not test the insoles as they did not feel better. Given slippers on the visit to DPO. Already had shoes. Has not collected the insoles for financial reasons. Was not told that he/she would have to pay for them. Already had insoles. The CPO only checked that they were still OK. I am in heaven! The insoles have given me a new life. No insoles were delivered. Very satisfied! "I can walk again." Going to organise my own insoles and shoes. Thought the visit was actually truly fantastic!</i> | other             |     |
|   | other             |     |
|   | other             |     |
|   | other             |     |
|   | other             |     |
|   | other             |     |
|   | other             |     |
|   | other             |     |
|   | other             |     |
|   |                   | 9   |
| <i>Use shoes and insoles all the time indoors. Only use the shoes and insoles indoors not outdoors.</i>   | indoors           |     |
|   | indoors           |     |
|   |                   | 2   |
| <i>Pinch marks on the back of the foot, but he/she will very soon be coming for adjustments. Have advised the patient to contact the DPO again, as he was not satisfied with the insoles and shoes. The shoe feels too large. The patient was advised to contact the DPO.</i>   | follow-up         |     |
|   | follow-up         |     |
|   | follow-up         |     |

*The shoes are loose. The patient was advised to make an appointment at the DPO as soon as possible.*  
*Does not like the insoles. The patient was advised to make an appointment at the DPO as soon as possible.*  
*Does not like the insoles. The patient was advised to make an appointment at the DPO as soon as possible.*  
*Thinks the insoles hurt. The patient was advised to make an appointment at the DPO as soon as possible.*

follow-up

follow-up

follow-up

follow-up

7

*She was dissatisfied when she did not have a chance to try out the shoes. The insoles do not fit her own shoes properly.*

complaints no  
shoes

1

*In total 29 comments*

CPO; certified prosthetist and orthotist

The summary includes the comments of patients who were interviewed on the phone.