

Peke Waihanga  
Artificial Limb Service  
Orthotic Service

# Your handbook

An overview of the journey ahead



This book belongs to:

**Name:**

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# Kia Ora Welcome

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This handbook has been developed to support your journey with Peke Waihanga and provide you with practical information.

## About Us

Peke Waihanga has three core services:

- Artificial Limb Service,
- Orthotic Service; and
- Peer Support Service.

We are a specialist healthcare provider that manufactures high technology medical devices, mainly prosthetics and orthotics, for individual patients. We also offer integrated rehabilitation and co-ordination of care, as well as one-to-one support from amputee peers.

These services are provided through six city-based centres, as well as regional clinics throughout provincial New Zealand.



## Our vision

To ensure independent and productive lives for the patients we care for.

Kia motuhake me te whaihua ngā oranga o ō tātou tūroro.

 [www.pw.co.nz](http://www.pw.co.nz)

 [@Peke Waihanga](https://www.facebook.com/PekeWaihanga)

# Becoming an amputee

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Having an amputation is a life-changing event and beginning the journey as an amputee can be daunting for amputee as well as their whānau. You will face many challenges and need to learn new ways of doing things, but Peke Waihanga is here to help.

1 person in 1,000 in New Zealand has lost a limb—that's around 4,400 amputees living in our communities.

There are several reasons for limb loss such as:

- accidents
- life saving surgery due to cancer/diabetes/vascular disease
- congenital conditions; and
- infection.

## FACT SHEET








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### Becoming an amputee



## See our Fact Sheet

Our fact sheets are available at our centres and on our website at [www.pw.co.nz/resources](http://www.pw.co.nz/resources).

-  [Becoming an amputee](#)
-  [What to expect following an amputation](#)
-  [Returning home following a lower limb amputation](#)
-  [Returning home following an upper limb amputation](#)
-  [Life following digit amputation](#)
-  [How to prevent falls following an amputation](#)
-  [Caring for your residual limb after amputation](#)

# Peer support service

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Our Peer Support service provides informal support to those adapting to limb loss by matching them with trained volunteers who have lived experience of the amputee journey.

Peer support has been proven to be a vital service for new amputees and can help you navigate the ongoing journey of rehabilitation with the goal of living an independent and productive life.

## See our Fact Sheet

📖 Peer Support Te Pou Aropā Takitoru



🌐 [www.peersupport.nz](http://www.peersupport.nz)

✉ [info@peersupport.nz](mailto:info@peersupport.nz)

☎ 0508 733 778

Support can also be found through the Amputee Federation of New Zealand Inc: [www.amputee.co.nz](http://www.amputee.co.nz)

**Note:** All peer support services at Peke Waihangā are **free of charge**.



# Who may be involved in your care?

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■ [www.pw.co.nz/services](http://www.pw.co.nz/services)

We have a range of people involved in the team. It's likely you'll meet one of the following people:

## **Surgeon/Rehabilitation specialist/GP**

Provides clinical assessment and checks suitability to receive a prosthetic limb.

## **Prosthetist**

Prosthetists are trained to assess and treat the physical and functional restrictions of people resulting from illness and disabilities including limb amputations using orthotics and prosthetics. This involves clinical assessment, provision of an orthosis or prosthesis, and provide ongoing clinical support including education, therapy, appropriate care of a prosthesis.

## **Orthotist**

Orthotists are trained to make and fit braces, splints and insoles for people who need added support for body parts that have been weakened by injury, disease or disorders of the nerves, muscles, or bones. The orthotist role is to assess, prescribe, design, fit and educate patients on the use of an appropriate orthosis.

## **Physiotherapist**

Assesses current physical levels of ability and provides Rehabilitation services. The Physiotherapist will examine each person and develop a plan using treatment techniques to promote the ability to move, reduce pain, restore function, and prevent disability where possible. In addition, Physiotherapists will develop fitness and wellness-oriented programmes to aid each person to increase mobility and live an active healthy life



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## **Occupational therapist**

The goal of the occupational therapist is to aid and enable each person to participate in activities undertaken in everyday life.

Occupational Therapists achieve this by working with you to enhance your ability to engage in the occupations you desire, need, or are expected to do. This may require modification of the occupation or the surrounds/environment to better support the occupational therapy engagement.

## **Nurse**

Will provide any medical assessment and education you require and support you with wound care, diabetic management and will liaise with your amputee care team.

## **Podiatrist**

Will help you care for your lower limbs including foot and ankle. Will liaise with your amputee care team.

## **Technician**

Technicians are trained to manufacture prosthetic and orthotic devices utilising information gathered by the Prosthetist or Orthotist together with manufacturer specifications. Device manufacture involves combining components with various materials including thermos-plastics, carbon and glass fibres to specified alignment and aesthetics to provide structurally sound and functional devices, and to repair and service them when required.

## **What if I have a question?**

If you need more information or have a question, please contact your centre. We are here to help. You can find the numbers on [www.pw.co.nz](http://www.pw.co.nz) under Contact Us.

# Pre- and post-amputation support

## Patient Journey

Your journey begins before an amputation takes place. It includes different kinds of support and services during and after your amputation.

**We try to prevent amputation** by providing supportive orthotic devices and intervention services. These efforts can help avoid the deterioration of your health and disability conditions.

**We're here to support you before and after your amputation.**  
We'll discuss your post-amputation rehabilitation and identify any psychological or peer support you and your whānau may need to adjust to limb loss.

**Peer support** is provided to you by trained volunteers who have lived through a similar experience.

**We offer rehabilitation and therapy interventions** to help you physically prepare for and progress through your device assessment and fitting.

**Assessments** help us determine the appropriateness of a device in meeting your functional and mobility needs.

If assessments show that a device **IS SUITABLE**.

If assessments show that a device **is NOT SUITABLE**.

**We develop rehabilitation plans to outline the ongoing support** you will need. This is updated following review appointments.

**We start to fabricate and fit** a custom-made, high-quality medical device to suit your needs.

We also perform post-fitting reviews to help you in achieving your rehabilitation outcomes.

**We identify community supports** that can help you on your rehabilitation journey and return to independence. If appropriate, we provide referrals to connect you to extra resources or services.

**We provide ongoing, life-long follow-up** to ensure that you're receiving the support you need, the device fits well, and any issues related to your device are resolved to support your wellbeing and rehabilitation.

You can request reviews at any time, or we can perform them as part of annual follow-up appointments.

Our ongoing, life-long support also includes preventative interventions to reduce the risk of further amputation of your other limb.

**Your needs change.** For example, you may be interested in a different device, supporting your health needs or recreational interests.

## Pre amputation discussion

Some patients may have a pre-amputation discussion with us, while most come to us post-amputation. The purpose of a pre amputation discussion is to discuss your post-amputation rehabilitation, help you understand more about prosthetic limbs, and identify any psychological and/or peer supports that you and your whānau may need to help adjust to limb loss.

## See our Fact Sheet

 Caring for your residual limb after amputation



## Your rehabilitation plan

Peke Waihanga will provide you with occupational therapy or physiotherapy interventions, as required, during your recovery from amputation or in preparation for your primary prosthesis such as compression garments to reduce swelling at the amputation site (shrinker socks).

The purpose of early therapy interventions is to ensure that you are physically prepared and supported to progress to your prosthesis assessment and fitting. Depending on your needs you may have a community occupational therapist or physiotherapist helping you on your rehabilitation journey. Our therapists will work closely with them on your care.

We will discuss with you a rehabilitation plan prior to your prosthesis assessment which outlines the ongoing support that will be provided to you by Peke Waihanga. We will discuss your rehabilitation plan regularly. You are welcome to ask us any questions at any point on your journey.

The rehabilitation plan typically includes the following:

- What you are working towards
- How to get there
- When to review things

## **Initial assessment**

The initial assessment is a comprehensive assessment process including an assessment of your needs to determine the appropriateness of prosthetic devices to meet your individual needs, taking into consideration:

- The level of independence you had before your amputation/injury and after your amputation/injury
- Your level of impairment and functional activity, considering your lifestyle at the time of your amputation/injury and what type of activity and employment you are likely to pursue in the future
- The impact on wider environmental factors such as housing and vehicles
- How your needs may change over time
- Any existing mobility equipment that you use
- An internal peer review of the assessment findings and recommendations
- Consider any health issues that will impact on the use of a limb, including the health of your other limbs
- Physical readiness including strength, range of movement and level of swelling and healing

## Prosthetics explained

After your initial assessment and rehabilitation plan, you may be able to have a prosthetic limb fitted.

If you are able to have a prosthetic limb, the type of limb that's recommended for you will depend on:

- The type of amputation you have
- The amount of muscle strength in the remaining section of the limb
- Your general health
- Tasks the prosthetic limb will be expected to perform
- Whether you want the limb to look as real as possible or you're more concerned with function (how it helps you do things).

The fabrication and fitting of your prosthesis is driven by the assessment process and aims to provide you with a custom made, high quality medical device to suit you and your needs.

See our FAQs at [www.pw.co.nz/resources](http://www.pw.co.nz/resources)

See information on prosthetic components at [www.pw.co.nz/products](http://www.pw.co.nz/products)

## See our Fact Sheets

 [Caring for your lower limb prosthesis](#)

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 [Caring for your upper limb prosthesis](#)

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## **Post prosthesis fitting reviews**

Reviews of your prosthesis will be scheduled as per your rehabilitation plan. For information on prosthetic components that might be used in making your prosthesis, visit [www.pw.co.nz/products](http://www.pw.co.nz/products).

If you have any concerns before our next appointment, please don't hesitate to contact your centre.

## **Ongoing follow up**

It's important to have a review. This is an in-person follow up. The purpose of a regular review is to check:

- That you are receiving the support that you need,
- That your prosthesis is not causing any discomfort
- That your prosthesis is fully functioning and safe to use
- That your prosthesis still fits well and, and resolve any issues related to your prosthesis that may have a detrimental effect on your wellbeing/ rehabilitation.

If you have any concerns during the year, such as skin irritation, pain or discomfort in your residual limb, visible wear and tear of the prosthesis please don't hesitate to contact your centre.

# Managing pain

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It is normal to experience some pain or discomfort around the wound site in the early days after amputation surgery. This pain will usually require some medication in the short term and should improve as you heal. People who have had an amputation commonly experience pain as residual limb pain and/or phantom limb pain.

**Residual limb pain:** is pain felt in the part of the limb that remains following amputation (also known as 'stump pain').

**Phantom limb pain:** is painful sensations that seem to be coming from the body part that is no longer there.

**Phantom sensation:** Is a feeling in the absent body part, which can include itching, tingling, or a feeling that your leg is in a certain position. These sensations are not painful. Phantom sensation is very common following amputation.

Sometimes pain can persist after the post-operative period or can re-emerge later. There can be numerous different factors contributing to ongoing pain therefore it is best to discuss your pain with your GP and limb centre team.

Some of the strategies that may help with managing pain, include:

- Pain management medication
- Pain education and psychology
- Swelling management
- Massage
- Stretching, movement and exercise
- Diversion therapy: focus your attention on doing something different
- TENS
- Mirror therapy



# Taking care of yourself

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## Foot cares

It's important to look after your remaining limb. Diabetes and vascular disease are leading causes of amputation.

For information on how to care for your feet look at the Diabetes New Zealand website [www.diabetes.org.nz](http://www.diabetes.org.nz) and search for the handout called How to Care for your Feet. This handout is also available at your centre.

## Diet and exercise

Diet and exercise are key to regaining your quality of life and help ensure that you are at a healthy weight. Your Physiotherapist and Occupational Therapist will help you to exercise safely.

Your therapist or nurse may ask you about your diabetes management.

## Wellbeing

Let the team know if you are experiencing challenges with your mental health. It may be helpful to get in contact with our Peer Support Service. New Zealand has a free mental health free call/text phone number on 1737 to talk or text a trained counsellor [www.1737.org.nz](http://www.1737.org.nz). You can also make contact with your GP.

If you and/or your whānau require psychological support related to the trauma of your amputation, we may be able to arrange sessions as required with a psychologist. Please talk to us about this.



### See our Fact Sheet

 How are you? Support numbers

# Your privacy

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Peke Waihangā provides services to help people with prosthetic, orthotic, rehabilitation and peer support needs to live independent and productive lives. In order to do this, we need to collect personal and health information about you.

We may update this privacy statement from time to time, to reflect changes to privacy law or our operations. This privacy statement was last updated in October 2021.

## What information do we collect, and why?

The information we collect includes:

- your personal and contact details
- information obtained during your interactions with us
- information about your health and rehabilitation in relation to your prosthetic and/or orthotic needs and the services we provide you

We collect personal information from you directly, however we may request your information from other health providers if that information will help us to provide you with appropriate and timely care and follow-up. This might include reviews by your surgeon, rehabilitation specialist or physiotherapist.

You should let us know if you have any concerns about how we collect information or who we collect information from.

You do not have to provide us with the information we request but withholding any information may affect the services we can provide to you.

## How is your information used?

We will only use the information we collect about you for the purpose(s) it was collected, and related routine administrative purposes, including:

- to enable us to provide you with appropriate care and services
- for manufacturing and supplying you with a prosthetic and/or orthotic device
- for our administrative purposes
- to fulfil our contractual or legal obligations which require us to provide the information. For example, to
- agencies such as ACC, DHB's and the Ministry of Health
- to share information with other health professionals who are involved in your care
- to share relevant information with your peer support volunteer
- to manage any complaint, investigation, or inquiry in which you are involved.

We may also use information about you for training, to undertake satisfaction surveys, for development and research, or to better manage and improve the quality of our services. If we use your information for these purposes, we remove identifying details about you before the information is used so that you cannot be recognised from the information.

We only use your information for the above purposes, or with your prior agreement, or where the law requires us or allows us to use the information.

At any time, you have the right to withdraw your agreement to the future collection or use of your information.

## Storage and security of your health information

We understand that your health information is highly sensitive and are committed to protecting the confidentiality of your information.

Your information is stored in a secure electronic database and paper-based files. We take steps to protect your information from loss, unauthorised access, use, or disclosure. Only persons who need to access your information to provide services to you or for one of the purposes set out above, may do so.

## You can access your information

You can ask for a copy of any information we hold about you, and for it to be corrected if you think it is wrong, by contacting our Privacy Officer.

## Who else has access to your information?

Only persons involved in providing services to you will have access to your information. This includes health professionals, support staff involved in your care, and office administrators.

Besides our staff, we may share some of your information with ACC, DHBs, and the Ministry of Health to comply with our legal, reporting, or contractual obligations. We may also share information with other government agencies if we are required to, or you agree for us to do so.

If you have any concerns about who we may share information with, please talk to your health professional about this.

## Resolving your concerns or complaints

If you would like a copy of your information, ask that it be corrected, or have any questions or concerns about the way we have collected, used or shared your health information, then please talk with the Peke Waihangā Centre staff or manager, or our Privacy Officer. Our Privacy Officer can be contacted at:

Privacy Officer Peke Waihangā

PO Box 19 160 Wellington 6149

☎ 04 385 9410

✉ [privacy@nzals.co.nz](mailto:privacy@nzals.co.nz)

If you feel that your question or concern has not been resolved to your satisfaction, talking about your concerns with a peer support volunteer or family/whānau may help you decide on what to do next.

If we can't resolve matters satisfactorily for you, you can complain to the Privacy Commissioner. Further information can be obtained from the Privacy Commissioner's website: [www.privacy.org.nz](http://www.privacy.org.nz) or you can call the Privacy Commissioner's 0800 803 909.

# Tauākī Tūmataitinga

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Ko tā Peke Waihanga he whakarato ratonga ka whakaea i ngā matea ratonga peke waihanga, taputapu tauteka peke, whakamauoratanga me te tautoko ā-hoa aropā hoki kia motuhake ai, kia whaihua ai ō rātou orange. E oti ai ērā mea, me kohikohi i ngā mōhiohio whaiaro, hauora hoki mōu.

Tērā pea ka whakahōutia tēnei tauākī tūmataiti i roto i te wā hei whakaata i ngā panoni ki te ture matatapu, i roto rānei i ā māhi mahi whakahaere. I whakahōu tōmuatia tēnei tauākī tūmataiti i te marama o Whiringa-ā-nuku 2021.

## He aha ngā momo mōhiohio ka kohikohia e mātou, me ngā pūtake mō taua kohikohi?

Kei roto i ngā mōhiohio e kohikohi ana mātou ko ēnei:

- ō tāipitopito whaiaro, whakapā anō hoki
- ngā mōhiohio i riro i ō pāhekohekotanga ki a mātou
- ngā mōhiohio mō tō hauora me te whakamauora e pā ana ki ō matea peke whaihanga, matea taputapu tauteka peke hoko/ranei, me ngā ratonga e whakaratohia ana ki a koe

Ka horipū tā mātou kohikohi mōhiohio whaiaro i a koe, heoi ka tono pea i ō mōhiohio mai i ētahi atu kaiwhakarato hauora mēnā ka āwhina tērā i a mātou ki te whakarato i te atawhai tōtika i roto hoki i te wā tika, me te atawhai whaiwhai. Ka whai wāhi pea ki ēnei ngā arotake nā tō rata kokoti, mātanga whakamauora, kaikōmiri rānei.

Me whakamōhio mai mēnā he āwangawanga tōu mō te āhua e kohikohi mōhiohio ai mātou, me ngā tāngata i kohikohi mōhiohio ai mātou.

Ehara i te mea me whakarato rawa mai koe i ngā mōhiohio e tono ana mātou, engari ka whai pānga pea tō kaiponu mōhiohio ki ngā ratonga e āhei ana e mātou te whakarato ki a koe.

## E pēhea ana te whakamahi i aku mōhiohio?

Mā mātou e whakamahi ngā mōhiohio e kohikohi ana mōu mō ngā pūtake i kohia ai, me ētahi pūtake whakariterite whai pānga noa anake, tae atu ki:

- te whakaahei i tā mātou whakarato i te tiaki me ngā ratonga tika
- te whakanao me te whakarato i te taputapu peke waihanga, tauteka peke rānei
- ngā pūtake whakariterite ā mātou
- te whakatutuki i ō mātou herenga kirimana, ā-ture rānei e herea ai mātou ki te whakarato i ngā mōhiohio. Hei taurira, ki ngā umanga pērā i ACC, ngā DHB me te Manatū Hauora
- Te tiritiri mōhiohio hauora ki ētahi atu mātanga hauora e tiaki ana i a au
- Te tiritiri mōhiohio hāngai kī tō tūao tautoko ā-hoa
- Te whakahaere i tētahi amuamu, whakatewhatewha, uiui rānei e whai wāhi ai koe.

Ka whakamahi hoki pea i ngā mōhiohio mōu mō ngā take whakangungu, mō te whakahaere ratonga ngata, mō te whakawhanaketanga me te rangahau, kia pai ake rānei tā mātou whakahaere me te whakapiki i te kounga o ā mātou ratonga. Mēnā ka whakamahi mātou i ō mōhiohio mō aua pūtake, ka tangohia ngā taipitopito tērā ka tautohu i a koe i mua i te whakamahi i aua mōhiohio kia kore ai koe e tautohutia.

Ka whakamahia ō mōhiohio mō ngā pūtake i runga ake nei anake, me tō whakaaetanga o mua rānei, i ngā āhuatanga rānei e kī ai te ture me whakamahi, e tukuna ai rānei te whakamahia o aua mōhiohio.

I ngā wā katoa kei a koe te tikanga ki te whakakore i ngā kohikohinga, te whakamahinga rānei ā muri atu o ō mōhiohio.

## Te rokiroki me te noho haumaruru o ō mōhiohio

E mōhio ana mātou he tapu ō mōhiohio hauora, me te aha e ū ana mātou ki te tiaki i te muna o ō mōhiohio.

E rokiroka ana ō mōhiohio i tētahi pātengi raraunga tāhiko haumarū, i ngā kōnae pepa rānei. He tikanga ā mātou ki te tiaki i ō mōhiohio kia kore ai e ngaro, kia kore ai e urua, e whakamahia, e whākina atu rānei i runga i te mana kore. Ka taea ēnei e ngā tāngata anake me whai urunga ki ō mōhiohio ki te whakarato ratonga ki a koe, mo tētahi o ngā pūtake rānei kua tuhia nei i runga.

## **Ka āhei koe te uru atu ki ō mōhiohio**

Ka āhei koe te tono tārua o ō mōhiohio e puritia ana mōu, kia whakatikaina rānei mēnā ka hē ki tō whakaro, mā te whakapā ki tō mātou Āpiha Tūmataiti.

## **Ko wai atu ka āhei te uru ki ō mōhiohio?**

Ka urua anake ō mōhiohio e ērā e whakarato ratonga ana ki a koe. Kei roto i ēnei ko ngā mātanga hauora, ngā kaimahi tautoko e atawhai ana i koe, me ngā kaiwhakarite ā-tari.

I tua atu i ā mātou kaimahi, ka tiritiri pea mātou i ētahi o ō mōhiohio ki te ACC, ngā DHB, me Te Manatū Hauora ki te tautuku ki ā mātou herenga ā-ture, ā-pūrongo, ā-kirimana rānei. Ka tiritiri mōhiohio pea mātou ki ētahi atu tari kāwanatanga mēnā me pērā rawa, mēnā rānei e whakaae ana koe.

Mēnā he āwangawanga ōu mō ngā tāngata, umanga rānei e tiritiri mōhiohio ai mātou, me kōrerorero i tēnā me tō mātanga hauora.

## **Te whakatau i ō māharahara, amuamu rānei**

Ki te hiahia tāruatanga o ō mōhiohio, ki te tono koe kia whakatikatikahia, ki te whai pātai, āwangawanga rānei mō te āhua i kohia ai, i whakamahia, i tiria rānei ō mōhiohio hauora. me kōrero ki ngā kaimahi, kaiwhakahaere o te Pokapū Peke, tō mātou Āpiha Tūmataiti rānei. Me whakapā i tō mātou Āpiha Tūmataiti i:

Privacy Officer Peke Waihangā

PO Box 19 160 Wellington 6149

☎ 04 385 9410

✉ [privacy@nzals.co.nz](mailto:privacy@nzals.co.nz)

Mēnā ki tō whakaaro kāore anō kia tika te whakautu i tō pātai, te whakatau rānei i tō āwangawanga, mā te kōrerorero i ō āwangawanga ki tētahi tūao tautoko ā-hoa, tētahi rānei o te whānau, e āwhina i a koe ki te whakatau ka aha koe ā muri ake.

Ki te kore e taea te āta whakatau take mōu, ka āhei koe te tuku amuamu ki te Mana Mātāpono Matatapu. Ka tīkina he mōhihio atu anō o te paetukutuku a Mana Mātāpono Matatapu: [www.privacy.org.nz](http://www.privacy.org.nz) me waea rānei ki te Mana Mātāpono Matatapu i te 0800 803 909.







Personalised Information:

**Name of amputation:**

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**Name of my Peer Support Volunteer:**

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**Name of my Prosthetist:**

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**Name of my Orthotist:**

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**Name of my Physiotherapist(s):**

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**Name of my Occupational Therapist:**

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**Name of my Nurse:**

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**Name of my Podiatrist:**

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**My ACC claim number:**

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**My NHI number:**

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## Contacts

### Auckland Centre

7 Horopito Street, Mount Eden  
Auckland 1024 New Zealand

☎ 0508 630 630

✉ auckland@nzals.co.nz

### Hamilton Centre

222 Pembroke Street  
Hamilton 3204 New Zealand

☎ 0508 838 838

✉ hamilton@nzals.co.nz

### Tauranga Centre

160 Fraser Street  
Tauranga 3112 New Zealand

☎ 0508 434 434

✉ tauranga@nzals.co.nz

### National Office

☎ (04) 385 9410

✉ info@nzals.co.nz

### Wellington Centre

42-46 Mein Street, Newtown  
Wellington 6021 New Zealand

☎ 0508 389 389

✉ wellington@nzals.co.nz

### Christchurch Centre

330 Burwood Road  
Christchurch 8083 New Zealand

☎ 0508 383 383

✉ christchurch@nzals.co.nz

### Dunedin Centre

464 Cumberland Street  
Dunedin 9016 New Zealand

☎ 0508 474 474

✉ dunedin@nzals.co.nz

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## Learn more about Peke Waihangā

🖥 [www.pw.co.nz](http://www.pw.co.nz)

🖥 [www.orthoticservice.co.nz](http://www.orthoticservice.co.nz)

🖥 [www.peersupport.nz](http://www.peersupport.nz)

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📷 @pekewaihangā

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