

Introducing Leigh Purcell, Patient Coordinator at the London Prosthetics Centre

At the London Prosthetics Centre (LPC), coordinated care and clear communication are integral to every client experience. Supporting that process is Patient Coordinator Leigh Purcell, whose role is designed to guide clients through prosthetic intervention whilst providing clarity and continuity for case managers and medical solicitors.



Case Study

Leigh Purcell

"I act as the main point of contact for clients at the London Prosthetics Centre, supporting them throughout their journey," Leigh explains. "I help them understand the processes, answer any questions, and guide them through each stage. I can also connect them with other patients who have had similar experiences, which often helps them feel more confident and reassured."



A central point of coordination

Leigh works closely with prosthetists, physiotherapists, occupational therapists and the workshop team to coordinate assessments, treatment plans and rehabilitation. She arranges MDT meetings, prepares assessment reports and quotes, oversees treatment planning once funding has been approved, and even arranges translators when required.

"Case managers and solicitors know they can contact me directly about their client's progress. Our prosthetists provide regular updates to me, and I make myself readily available for phone calls to discuss any concerns or provide further clarification."

Supporting case managers and solicitors

Leigh's role complements external case management by handling much of the prosthetic pathway in-house. *"For complex cases, it takes administrative pressure away from our referral partners," Leigh explains. "My role ensures that all parties are up to date, meaning the process runs smoothly for case managers."*

Having a single, knowledgeable point of contact provides reassurance that care is being actively coordinated and that queries can be resolved quickly and clearly. This, on top of Leigh's streamlined communication, provides complete peace of mind.

Clinical understanding with a patient focus

Leigh's background in personal training and sports massage gives her a strong grounding in anatomy and rehabilitation, allowing her to understand clinical reports and prosthetic recommendations in depth. Leigh says, *"This means when a client asks why one component has been recommended over another, I am able to explain it clearly without jargon, to make it easier to understand."*

Leigh also recognises the emotional challenges that often sit alongside physical rehabilitation. *"Clients share grief, frustration and emotional difficulties. I give them space*

to talk and reassurance that ups and downs are to be expected."

Impact on outcomes

Leigh's close involvement can have a direct impact on client outcomes. From identifying factors affecting prosthetic fit to ensuring rehabilitation starts as early as possible, her role helps keep care on track.

"One client we had, had significant unpredictable volume fluctuations in their residual limb, and their socket became loose within days," Leigh recalls. "Drawing on my background in the fitness industry, I identified a sports supplement that was contributing to fluid retention. Once they stopped that supplement, their volume stabilised. Without my background in health and fitness, I don't think I would have picked up on that."

A long-term partnership

For Leigh, prosthetic care is about long-term relationships rather than short-term appointments. *"We want people to know that they are not just a number. The London Prosthetics Centre is not somewhere you come for two appointments and never come back. Prosthetic care is lifelong, and we want clients and the professionals supporting them to feel confident that they have a team they can rely on."*

She continues, *"Personally, I'm so passionate about people. I love being a part of a team that is essentially giving someone their life back. Seeing the sheer joy on someone's face when they run or walk again for the first time since their surgery - it's priceless! I'll never forget this 16-year-old client who had been using crutches since she was little. Within three weeks with LPC, she was walking without a crutch and then without a walking stick! Her determination was really inspiring."*

To find out more about Leigh and our services, visit www.london-prosthetics.com

