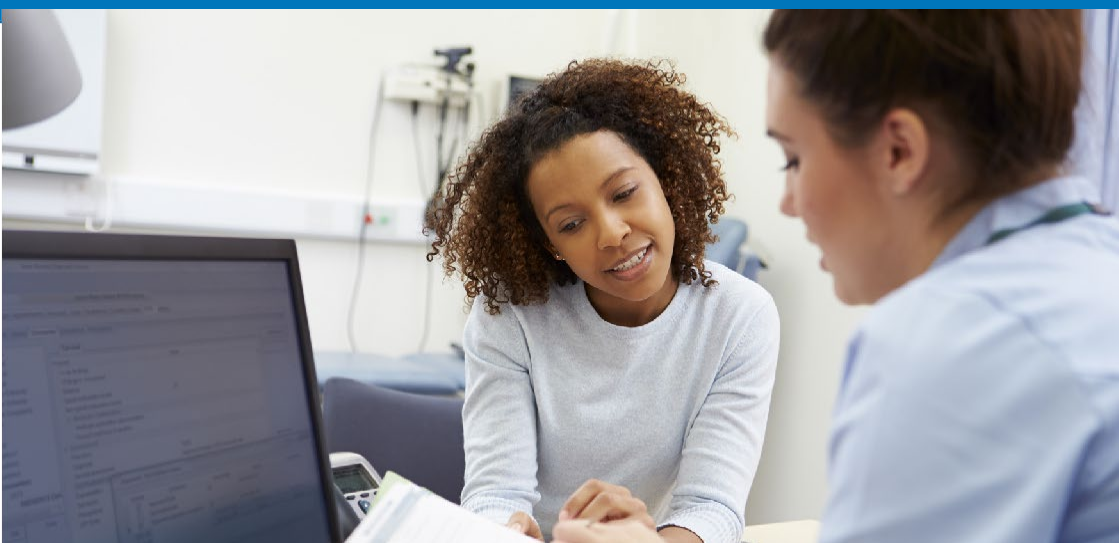


## Patient Information Leaflet

How to obtain your stoma, urology and transanal irrigation prescription products





## Introduction

This leaflet provides information on the Surrey Appliance Prescription Management Service. This is an NHS service commissioned by Surrey & Sussex Integrated Care Board which provides access to a team of specialist nurses who will be responsible for the prescribing of stoma products, urology products and transanal irrigation products.

These products include all stoma bags/pouches, urology related products (sheath, catheters) and associated additional products (for example leg drainage bags, night drainage bags, barrier spray, adhesive remover) as well as hernia support garments.

The service covers all patients registered with a GP in the following areas: North West Surrey, Surrey Downs, East Surrey, Guildford, Waverley, Surrey Heath and Farnham.

If you would like any more information on the service or have any questions, you can contact us on Freephone [0800 138 8630](tel:08001388630), Monday to Friday 9am to 5:30pm, and Saturday 9am to 1pm. We are closed on Sundays and bank holidays. You can also visit our website: [www.surreyprescriptionappliances.org](http://www.surreyprescriptionappliances.org)

If you require this document in another language, large print, braille or audio version, please contact us on [0800 138 8630](tel:08001388630) or email [prescriptionservice.bhg@nhs.net](mailto:prescriptionservice.bhg@nhs.net)

# Welcome

We would like to welcome you to the Surrey Appliance Prescription Management Service. This is a confidential, dedicated service which looks after the prescribing of your stoma, urology and transanal irrigation products, supported by a team of specially trained service advisers and specialist nurses.

The service has been set up to support and work alongside the care that people using stoma, urology and transanal irrigation products already receive from their local specialist teams.

You will be supported by our friendly team of specially trained service advisers who will speak to you when you ring the service.



The new service is only for supply of your stoma, urology and transanal irrigation products. All other services that you receive will continue to be provided by your GP, community teams and local specialist services, as before.

# What happens next?

The service will contact you to explain how everything will work. During this welcome call we will:

- Confirm your details
- Explain in more detail how the service will work
- Discuss how you would like to request your prescription going forward
- Confirm how you want your prescriptions dispensed. You don't have to change your delivery service unless you want to.

If an order is needed we will:

- Go through a stock check of your products
- Ask some questions regarding your health and any product issues

Our staff know which products you are currently using and have all the information they need to provide an efficient service and to make your transition to the Surrey Appliance Prescription Management Service as smooth as possible.

# Ordering your prescription

- In line with your preferences, either your service adviser will contact you via telephone, or you can contact us by telephone, email, via the online order form or mobile phone application.
- We will ask you how much product you still have
- You will be asked some questions to ensure your products are meeting your needs
- If you are having any stoma, urology and transanal irrigation related issues and you have a local specialist nurse, we will ask them to contact you
- You will be able to confirm how you want to have your prescription dispensed and it will be sent to your dispenser of choice within 2 working days
- Your prescription will usually be for one month's supply of products

You can nominate someone else to order your prescription on your behalf. This can be a family member, carer, friend or neighbour.

# Getting your prescription dispensed

A prescription for appliances is like a prescription for medication, so the same prescription charges and exemptions apply. The items listed on your prescription need to be dispensed by a pharmacy, Dispensing Doctor or Dispensing Appliance Contractor (DAC) - also known as a home delivery company.

You can decide which Dispensing Appliance Contractor (delivery service) or pharmacy you would like your prescriptions to be sent to for dispensing. You can also change this at any time by informing your service adviser.

The way in which you receive your products WILL NOT change unless requested by you.

We will send your prescription to your dispenser of choice within 2 working days of you placing your order.



## Non-appliance prescriptions

The Surrey Appliance Prescription Management Service can only provide prescriptions for stoma, urology and transanal irrigation related products.

If you require any other prescription items, for example your regular medications, you will need to continue to request these from your GP.

# Once you receive your products

Once you've received your products, it is important to check that what you received is what you ordered. If you are unsure whether you have received the correct items, you should contact your dispenser so that they can check your prescription.

It is important that you store your products correctly. All products should be stored away from direct heat, damp, dirt and dust. Products must be stored in their original packaging until you actually use them

Please use your products as advised and do not make your own adaptations as this can make the product unsafe.

If you are experiencing problems, for example leakage or products not performing adequately or if you are unsure how to use any of your products, please contact your local specialist nurse in the first instance, if you have one. Alternatively, let us know and we will complete an onward referral to these teams.

## Urgent supplies

If you are in urgent need of any products, please phone us on [0800 138 8630](tel:08001388630) so that we can arrange for a prescription to be sent to a dispenser of your choice straight away.

# Ongoing Care

The Surrey Appliance Prescription Management Service will care for all your stoma, urology and transanal irrigation prescription needs. You will still receive clinical support from your local community nurses, District Nurses, or local specialist teams as needed.

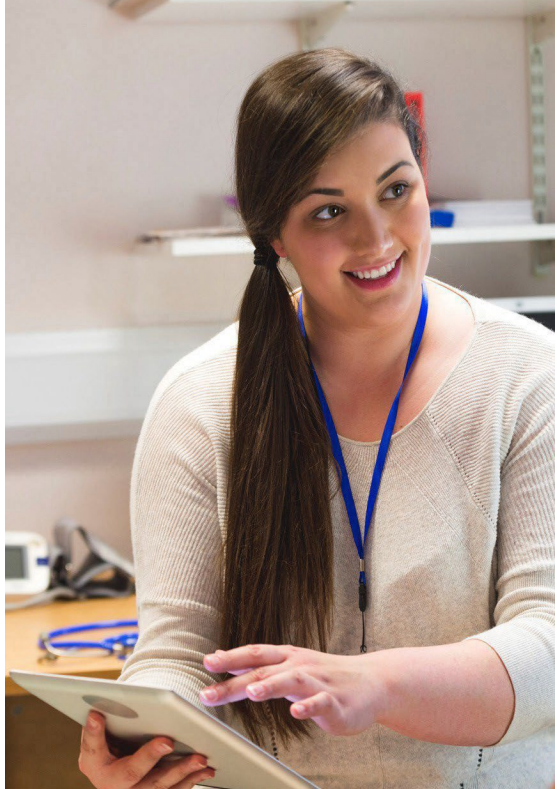
These teams work together with the service to ensure you receive the support you need to help you achieve your health and well-being goals.

For additional medical advice, contact your local pharmacy or NHS 111. For urgent emergency care, dial 999.

## Reviews

The service will work with others involved in your care to decide who will offer you a review of your appliances. If you're already receiving reviews from your local specialist team, this will continue as usual. This may be offered face to face, virtually or by telephone depending on your individual circumstances.

The purpose of a review is to ensure that the most suitable products are being used, that you're obtaining good outcomes from your appliances and to ensure that your condition is being well controlled. If the review identifies that you no longer need to use certain appliances, you will be supported throughout this journey by the prescribing service and the other teams involved in your care.



## The benefits of attending your review

Patients who have had a review have said that it had been beneficial. It gave the opportunity to explore any problems.

# How to contact us

If you would like any more information on the service, you can contact us on Freephone [0800 138 8630](tel:08001388630) Monday to Friday 9am to 5:30pm, and Saturday 9am to 1pm (excluding bank holidays).

You can also email us at [prescriptionservice.bhg@nhs.net](mailto:prescriptionservice.bhg@nhs.net) or you can visit the website at:

[www.surreyprescriptionappliances.org](http://www.surreyprescriptionappliances.org)

Alternatively, you can write to us at:

Surrey Appliance Management Prescription Service  
Glacier Buildings  
Brunswick Business Park  
Harrington Road  
Liverpool  
L3 4BH

# Compliments and Complaints

If you wish to make a complaint about the service, or to let us know about something that has gone well, please email us at [prescriptionservice.bhg@nhs.net](mailto:prescriptionservice.bhg@nhs.net) alternatively please call us on Freephone [0800 138 8630](tel:08001388630).




## Further Information

Surrey Appliance Prescription Management Service is provided by the Bullen Healthcare Group Ltd.

Bullen Healthcare  
Glacier Buildings  
Brunswick Business Park  
Harrington Road  
Liverpool  
L3 4BH

### Useful contacts

 NHS Website - [www.nhs.uk](http://www.nhs.uk)  
Dial 111 for non-urgent medical advice

 Colostomy UK  
0800 328 4257  
[www.colostomyassociation.org.uk](http://www.colostomyassociation.org.uk)



Ileostomy and Internal Pouch Association  
0800 018 4724



Urostomy Association  
01386 430140  
[www.urostomyassociation.org.uk](http://www.urostomyassociation.org.uk)



Bladder & Bowel Community  
[www.bladderandbowel.org](http://www.bladderandbowel.org)

# Frequently Asked Questions

## What will the service adviser ask me?

You will be asked to confirm your details; this is to make sure that we issue the prescription correctly.

You will also be asked some questions related to stoma care and appliance needs, such as:

- Have you had any problems or concerns with your pouches or the items you receive for your stoma since your last prescription?
- Have you had any sore skin around or near your stoma since your last prescription?
- Have you spoken to or seen a healthcare professional about your stoma or appliances since your last prescription?
- Do you have a latex allergy?
- Have you had antibiotics for a urine related infection in the last 4 weeks?

You will also be asked to complete a stock check; this is to ensure that you don't end up with an excess stock of products. You will need to check your stock levels before you order your prescription.

## Are there other ways to order a prescription?

You can also order via email, online at our website or via our mobile phone application.

## How long will my prescription last me?

Your prescription will be for one month's supply, or in keeping with your current ordering pattern, however there are certain circumstances where this can be different, for example if you are going away on holiday.

## What if I need an urgent prescription?

If you are in urgent need of any products then please phone us on [0800 138 8630](tel:08001388630) and we will arrange for a prescription to be sent urgently to a dispenser of your choice.

## Why are you changing the way I order my prescriptions? Why can't my GP just do it?

The Integrated Care Board responsible for planning most NHS services in the Surrey area have been looking at how people who use stoma/urology products currently receive their prescriptions, and how to support and work alongside the care that people already receive from their local specialist teams.

Having all appliance prescriptions managed by a single, centralised service means they'll be authorised by a team of specialist nurses, who will work closely with local specialist teams to help ensure patients are using the most suitable products for their needs.

## Why do I need to do a stock check?

It is easy just to ask for a repeat prescription, but patients don't always need the same amount of products every month. By doing a monthly stock check you will order exactly what you need, and any problems that you might be experiencing can be picked up quickly and referred to your nurses.

## Can I still speak to my GP about my condition and associated products?

Yes you can. You are still able to seek advice from your registered GP regarding your products and any associated healthcare needs.

## Who regulates the service?

Our service is regulated by the Care Quality Commission (CQC), so you can be sure that you are getting the best quality and level of care. The CQC regulate all health and social-care services. They monitor the quality and safety of healthcare provided by hospitals, dentists, ambulances and care homes, and the care given in people's own homes.

For more information on the CQC, visit their website at [www.cqc.org.uk](http://www.cqc.org.uk).

## Who is providing the service?

This is a service provided by Bullen Healthcare on behalf of the Surrey & Sussex Integrated Care Board. Bullen Healthcare is the provider of multiple NHS appliance prescription services in other areas.

Bullens is a trading name of The Bullen Healthcare Group Limited and other companies in the Bullens group.

This service is commissioned by Surrey & Sussex Integrated Care Board.

[Surrey Appliance Prescription Management Service](#)

Glacier Buildings, Brunswick Business Park, Harrington Road, Liverpool, L3 4BH  
Telephone: 0800 138 8630 Email: [prescriptionservice.bhg@nhs.net](mailto:prescriptionservice.bhg@nhs.net)

Web: [www.surreyprescriptionappliances.org](http://www.surreyprescriptionappliances.org)

Service provided by

