BOB Buckinghamshire, Oxfordshire and Berkshire West Integrated Care System

NHS Frimley

# Healthcare Professional Information Leaflet

## *for the Appliance Management Service serving patients in Buckinghamshire, Oxfordshire and Berkshire*



Service provided by Bullen.



# Introduction

This leaflet provides information on the Appliance Management Service serving patients in Buckinghamshire, Oxfordshire and Berkshire. This is a new NHS service commissioned by Buckinghamshire, Oxfordshire and Berkshire Integrated Care Board and Frimley Integrated Care Board, which will provide access to a team of specialist stoma and urology nurses who will be responsible for the prescribing of stoma products, urology products and transanal irrigation products.

The service will be responsible for prescribing stoma, catheter and transanal irrigation related products to patients with a GP in the Buckinghamshire, Oxfordshire and Berkshire areas.

This means GP Practices will no longer be responsible for prescribing stoma/ fistula, catheter and transanal irrigation related products.

Instead, items such as catheters and related products, sheaths, transanal irrigation products, stoma bags, base plates, adhesive remover and other associated additional products, including hernia support garments will now be prescribed by the service.

If you would like any more information on the service or have any questions, you can contact us on Freephone 0800 138 8677 Monday to Friday 9am to 5:30pm, and Saturday 9pm to 1pm.

We are closed on Sundays and bank holidays. You can also visit our website: www.bobprescriptionappliances.org

# The Service

This is a confidential and dedicated service which looks after the prescriptions and ordering of patients' stoma, catheter and transanal irrigation related products, supported by a team of specially trained personal advisors and specialist stoma and urology nurses.



The Appliance Management Service serving patients in Buckinghamshire, Oxfordshire and Berkshire has been set up to enhance the care that patients using stoma, catheter and/or transanal irrigation related products receive.

Having patients' appliance prescriptions provided by a specialist service, led by a team of specialist nurses, will mean that proactive patient management can be delivered, improving patient care.

Patients' prescriptions will be authorised by our specialist nurses, who will be able to ensure that patients are ordering and using the best products for their particular needs.

This service does not replace the existing treatment, care and support that patients receive from GPs, hospital stoma/urology nurses, and associated healthcare professionals.

New patients can be referred into the service for prescription management on discharge from hospital.

# Referring patients into the service

## Existing patients

Existing patients will be automatically registered onto the service.

## New patients

You will be able to refer new patients directly into the service. To refer a patient please email the referral form to prescriptionservice.bhg@nhs.net

You will need to provide the following information for us to register a new patient onto the service:

- Patient's personal details
  - Name, address, contact number, date of birth, NHS number.
- Type of stoma, surgery, and reason for stoma formation and/or reason for catheterisation if appropriate.
- Relevant medication.
- Nominated dispenser - Dispensing Appliance Contractor (DAC) or Pharmacy
- Products the patient requires
  - Manufacturer, name, size and quantities required. Patients should be provided with a two week supply of products on discharge from hospital.

The referral form can be found on the hospital and community intranets.

All acute services will be provided with details of the Appliance Management Service serving patients in Buckinghamshire, Oxfordshire and Berkshire including Patient Information Leaflet to give to patients when they are discharged home.

Patients will be contacted by the service within 2 working days of their referral to the service.

## Vulnerable Patients

Patients who are unable or do not want regular contact with the service are able to nominate a representative to deal with the service on their behalf, such as a friend, family member, carer or neighbour. It is imperative however that this representative can have access to observe the patient and/ or patient's stock levels at home in order to be able to accurately provide answers to the stock check questions.



# Ordering prescriptions

In order to ensure that patients are ordering the most appropriate products and that any stoma, catheter and or transanal irrigation related issues are flagged up early, all patients will be asked three triage questions when they request a prescription.

## For stoma patients these are:

1. Have you had any issues with your pouches or the items you receive for your stoma since your last prescription?

2. Have you had any sore skin around or near your stoma since your last prescription?

3. Have you spoken to or seen a stoma nurse or doctor about your stoma since your last prescription?

## For Catheter (and related products) patients these are:

1. Do you have a Latex allergy?

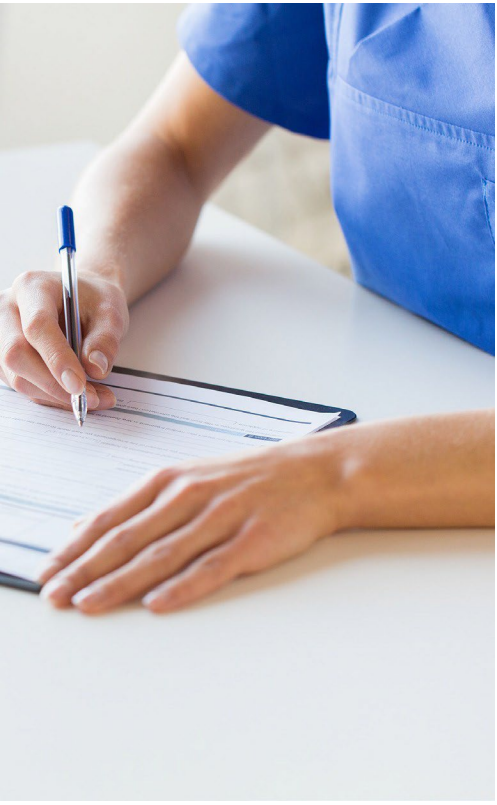
2. Have you sought medical advice/treatment or attended A&E for catheter issues recently?

3. Have you needed antibiotic treatment for a urine related infection in the last 4 weeks?

4. Have you had any problems with your urology products?

# Issuing prescriptions

The specialist nurses (non- medical prescribers) will review all the information captured during the prescription orders. The appropriate decision will be made based on the patient's responses and the appropriate clinical decision actioned.



# Getting prescriptions dispensed

When patients order their prescriptions they will be asked where they would like us to send their prescriptions for dispensing.

They can choose for us to send their prescriptions to a dispenser of their choice or their home address. The dispenser of their choice could be:

- A dispensing appliance contractor
- A local pharmacy

Prescriptions will be sent to their dispenser of choice within 2 working days.

## Non-stoma and catheter related prescriptions

The Appliance Management Service serving patients in Buckinghamshire, Oxfordshire and Berkshire can only provide prescriptions for stoma, catheter and transanal irrigation related products or accessories. If patients require any other prescription items, for example their regular medication, they will continue to request these from their GP.



# Complaints

The Appliance Management Service serving patients in Buckinghamshire, Oxfordshire and Berkshire is committed to ensuring that it provides the best service for our patients and their families and carers. The service has a robust complaints policy in place to ensure that complaints are dealt with quickly and following the appropriate processes.

The service recognises that due to the nature of the service we may receive complaints from patients which are outside the remit of the service. Where this is the case the service work with our NHS partners to ensure that the complaint is passed to the appropriate body to respond to.

Users of the service can contact us by phone or email to log a complaint.

Should you need to make a complaint about any aspect of the service please contact the service on the dedicated healthcare professional phone number 0800 138 8677 or email prescriptionservice.bhg@nhs.net.

The Appliance Management Service serving patients in Buckinghamshire, Oxfordshire and Berkshire is provided by the Bullen Healthcare Group Ltd. Bullen Healthcare, Glacier Buildings, Brunswick Business Park, Harrington Road, Liverpool, L3 4BH.

# Frequently Asked Questions

## How do I refer a patient to the service?

All referrals should be sent on the service's referral form and emailed to prescriptionservice.bhg@nhs.net The form is available on our website.

Referrals can be made for all new patients who are either discharged from the acute setting, or who move into the area and register with a GP covered by the service.

## I'm a GP, can I speak to the service's nurses for advice on a patient?

Yes of course. The Appliance Management Service serving patients in Buckinghamshire, Oxfordshire and Berkshire nurse prescribers are happy to offer any advice and support that GPs, or care homes, might need.

You can contact us on the dedicated healthcare professional phoneline on 0800 138 8677 or email us at prescriptionservice.bhg@nhs.net and one of the team will be in contact.



# How to contact us

If you would like any more information on the service or have any questions you can contact us on Freephone 0800 138 8677 Monday to Friday 9am to 5:30pm, and Saturday 9am to 1pm (excluding bank holidays).

You can also email us at presriptionservice.bhg@nhs.net.

## Alternatively, you can write to us at:

Appliance Management Service
serving patients in Buckinghamshire,
Oxfordshire and Berkshire
Glacier Buildings
Brunswick Business Park
Harrington Road
Liverpool
L3 4BH

Appliance Management Service serving patients in Buckinghamshire, Oxfordshire and Berkshire
Glacier Buildings, Brunswick Business Park, Harrington Road, Liverpool, L3 4BH
Telephone: 0800 138 8336 Email: prescriptionservice.bhg@nhs.net
Web: www.bobprescriptionappliances.org

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