BOB Buckinghamshire, Oxfordshire and Berkshire West Integrated Care System

NHS Frimley

Patient 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 an NHS service commissioned by Buckinghamshire, Oxfordshire and Berkshire Integrated Care Board and Frimley Integrated Care Board which provides access to a team of specialists 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: Buckinghamshire, Oxfordshire and Berkshire.

This leaflet will explain more about the service to you, and what will happen next.

If you would like any more information on the service or have any questions, you can contact us on Freephone 0800 138 8336 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.bobprescriptionappliances.org

If you require this document in another language, large print, braille or audio version, please contact us on 0800 138 8336 or email prescriptionservice.bhg@nhs.net

Welcome



We would like to welcome you to the Appliance Management Service serving patients in Buckinghamshire, Oxfordshire and Berkshire. This is a confidential, dedicated service which looks after the prescribing of your stoma, catheter and transanal irrigation related products, supported by a team of specially trained personal advisors and specialist nurses.

The service has been set up to enhance the care that people using stoma, catheter and transanal irrigation related products receive. Having your products prescribed by a team of specialist nurse prescribers will mean that you will be able to access the right support when you need to.

You can continue to receive clinical care and support from your GP, community teams and hospital teams.

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

This service will work alongside the existing treatment, care and support that you receive from your GP, District Nurse and associated healthcare professionals. Ongoing medical support should continue to be accessed in your usual way.

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

If an order is needed we will:

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

The service 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 Appliance Management Service serving patients in Buckinghamshire, Oxfordshire and Berkshire as smooth as possible.

Ordering your prescription

- In line with your preferences either your personal advisor 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 three health and product related questions to ensure your products are meeting your needs
- If you are experiencing any stoma, catheter and/or transanal irrigation related problems we will ask a specialist nurse to contact you
- You will 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 do this on your behalf. This can be a family member, carer, friend or neighbour.

Getting your prescription dispensed



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

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

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 Appliance Management Service serving patients in Buckinghamshire, Oxfordshire and Berkshire 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 have 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

Always use products as directed. Do not modify or adapt them unless advised by a healthcare professional, as doing so may 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 let us know immediately so that we can help.

Urgent supplies

If you are in urgent need of any products, please phone us on 0800 138 8336 so that we can arrange for a prescription to be sent to a dispenser of your choice straight away.

Ongoing Care

The Appliance Management Service serving patients in Buckinghamshire, Oxfordshire and Berkshire will care for all your stoma, catheter and transanal irrigation prescription needs and can provide telephone advice. You may remain under the care of your local community team, District Nurses and/or the hospital team.

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.

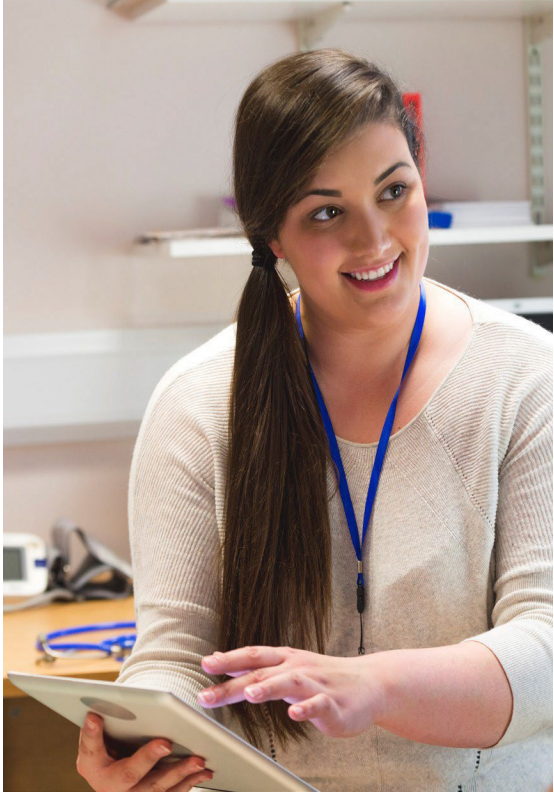
For additional medical advice, contact NHS 111.

For urgent emergency care, dial 999.

Reviews

The service will work with others involved in your care to plan who will offer you a clinic appointment(s) for a review.

The purpose of a review is to ensure that the most suitable products are being used, you're obtaining good outcomes from your appliances and ensure your condition is being well controlled. The review may also identify that you no longer need to use certain appliances, or any appliances at all, but 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 they have been beneficial and give the opportunity to explore any problems. They say that they have received helpful advice about new procedures and products.

How to contact us

If you would like any more information on the service you can contact us on Freephone 0800 138 8336 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 or you can visit the website

www.bobprescriptionappliances.org

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

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 alternatively please call us on Freephone 0800 138 8336



Further Information

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

Useful contacts

NHS Website - www.nhs.uk
Dial 111 for non-urgent medical advice

Colostomy UK
0800 328 4257
www.colostomyassociation.org.uk

Ileostomy and Internal Pouch Association
0800 018 4724
www.iasupport.org

Urostomy Association
01386 430140
www.urostomyassociation.org.uk

Frequently Asked Questions

What will the personal 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 up to three health and product related questions for each condition you require appliances for.

The health and product related questions, related to stoma care, you will be asked are:

- Have you had any issues 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 stoma nurse or doctor about your stoma since your last prescription?

The health and product related questions, related to a urology appliance need, you will be asked are:

- Have you seen a healthcare professional about your urology items 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.

What if I need an urgent prescription?

If you are in urgent of any products then please phone us on 0800 138 8336 and we will arrange for a prescription to be sent to a dispenser of your choice urgently.

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

The Integrated Care Boards responsible for planning most NHS services in the Buckinghamshire, Oxfordshire and Berkshire area, have been looking at how people who use stoma, catheter and/or transanal irrigation related products currently receive their prescriptions, and how to enhance the care that they receive.

Having all appliance prescriptions provided by a single, centralised service will mean that prescriptions will be authorised by a team of specialist nurses, who will be able to ensure that patients are ordering and using the best products for their particular needs and moves this task away from GPs.

Why do I need to do a stock check?

It is easy to just 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 only ever 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 health care in 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.

Who is providing the service?

This is a service provided by Bullen Healthcare on behalf of the Buckinghamshire, Oxfordshire and Berkshire Integrated Care Board and Frimley 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.

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