



**Bedfordshire, Luton  
and Milton Keynes  
Stoma Prescription Service**

**Patient Information Leaflet**



**Bedfordshire, Luton  
and Milton Keynes**  
Integrated Care Board

Service provided by



**Bullen.**



## Introduction

This leaflet provides information on the Bedfordshire, Luton and Milton Keynes Stoma Prescription Service. This is a new NHS service commissioned by Bedfordshire, Luton and Milton Keynes Integrated Care Board which provides access to a team of specialists who will be responsible for the prescribing of your stoma products.

Stoma products include all stoma bags/pouches and associated additional products (for example barrier spray, adhesive remover) as well as hernia support garments.

The service covers all patients registered with a GP in the following areas: Bedford Borough, Central Bedfordshire, Luton and Milton Keynes.

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 0808 141 0824 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.blmkstomaprescriptionservice.nhs.uk](http://www.blmkstomaprescriptionservice.nhs.uk)

If you require this document in another language, large print, braille or audio version, please contact us on 0808 141 0824 or email [prescriptionservice.bhg@nhs.net](mailto:prescriptionservice.bhg@nhs.net)

# Welcome

We would like to welcome you to the Bedfordshire, Luton and Milton Keynes Stoma Prescription Service. This is a confidential, dedicated service which looks after the prescribing of your stoma products, supported by a team of specially trained personal advisors and specialist stoma nurses.

The service has been set up to enhance the care that people using stoma products receive. Having your stoma 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 will continue to receive clinical care and support from your GP and hospital stoma nurses.



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 stoma products
- Ask three questions regarding your health and product issues

Our staff know which stoma products you are currently using and have all the information they need to provide an efficient service and to make your transition to the Bedfordshire, Luton and Milton Keynes Stoma Prescription Service 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 or via the online order form
- You will need to let us know 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 related problems we will ask a stoma 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 48 hours
- 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 stoma products is the same as a prescription for medication, and the same prescription charges and exemptions apply. The items listed on your stoma 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 stoma 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-stoma prescriptions

The Bedfordshire, Luton and Milton Keynes Stoma Prescription Service can only provide prescriptions for stoma 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.

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 let us know immediately so that we can help.

## Urgent supplies

If you are in urgent need of any products, please phone us on 0808 141 0824 so that we can arrange for a prescription to be sent to a dispenser of your choice straight away.

# Ongoing Care

While the Bedfordshire, Luton and Milton Keynes Stoma Prescription Service will care for all your stoma prescription needs and can provide telephone advice, you will remain under the care of the hospital stoma care team.

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

Contact your stoma care nurse at the hospital if you have an issue related to your stoma.

For additional medical advice, contact NHS 111.

For urgent emergency care, dial 999.

## Reviews

The hospital stoma care nurse will offer you a clinic appointment for a review.

The purpose of a review is to ensure that the best products are being used and ensure your stoma and the skin around your stoma remains healthy.



## 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.

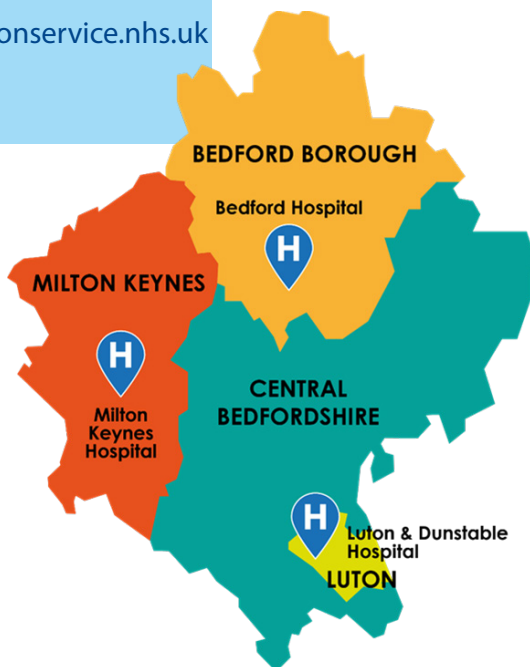
# How to contact us

If you would like any more information on the service you can contact us on Freephone 0808 141 0824 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.blmkstomaprescriptionservice.nhs.uk](http://www.blmkstomaprescriptionservice.nhs.uk)

Alternatively you can write to us at:

Bedfordshire, Luton and Milton Keynes Stoma 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 0808 141 0824.





## Further Information

The Bedfordshire, Luton and Milton Keynes Stoma Prescription 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  
[www.iasupport.org](http://www.iasupport.org)



UroStomy Association  
01386 430140  
[www.urostomyassociation.org.uk](http://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 three health and product related questions.

The three health and product related questions 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?

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 or online at our website.

## How long will my prescription last me?

Your prescription will be for one month's supply of stoma products, unless you ask otherwise, for example if you are going away.

## What if I need an urgent prescription?

If you are in urgent of any stoma products then please phone us on 0808 141 0824 and we will arrange for a prescription to be sent to a dispenser of your choice straight away.

## 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 Bedfordshire, Luton and Milton Keynes area, have been looking at how people who use stoma products currently receive their prescriptions, and how to enhance the care that they receive.

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

## 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 stoma 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 stoma 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](http://www.cqc.org.uk).

## Who is providing the service?

This is a service provided by Bullen Healthcare on behalf of the Bedfordshire, Luton and Milton Keynes Integrated Care Board. Bullen Healthcare runs NHS stoma prescription services in other areas.

Bedfordshire, Luton and Milton Keynes Stoma Prescription Service  
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Telephone: 0808 141 824 Email: [prescriptionservice.bhg@nhs.net](mailto:prescriptionservice.bhg@nhs.net)  
Web: [www.blmkstomaprescriptionservice.nhs.uk](http://www.blmkstomaprescriptionservice.nhs.uk)

Service provided by  **Bullen.**