Strategic Context

Our mission
To provide high quality, safe and integrated specialist, secondary and community healthcare services for patients, their families and carers

Our vision
To set the national standard for excellence in patient safety, quality and continuous improvement.

Our values
Delivering continuous quality improvement, putting our patients at the centre of everything we do; supporting, respecting and valuing each other.
Introduction

You have been registered with the Stoma Care Prescribing Service. Specialist stoma care nurses are now responsible for prescribing your stoma products. This is a new service, designed to improve patient care and enhance patient experience by offering monthly telephone reviews and access to a team of specialist stoma nurses with enhanced skills. This innovative service will ensure patients have access to the most clinically relevant products and aim to reduce the waiting time between placing an order and receiving your products.

Your specialist stoma care nurses are:

Carole Younger | Julie Morrisroe | Alison Hall-O’Donnell

They can be contacted by telephone 01287 284450, Monday to Friday 9.00 am - 3.30 pm (closed on public holidays) and will be able to help and advise you with any prescription related problems. While you are registered with our service your prescription needs will be reviewed at regular intervals.

When you contact our service to order your prescription you will be asked if you have experienced any problems since your last prescription was issued. It is important that you tell us if you have experienced any skin reactions, problems or leakages so we can review your product needs accordingly.

This information booklet explains the procedure for ordering your prescription. If you wish to discuss your specific stoma care needs contact the specialist nurses on 01287 284450.
How to Order Your Prescription

• The prescription telephone line 01287 284450 is open Monday to Friday, 9.00 am to 3.30 pm.

• A prescription coordinator, answers all calls and liaises with the stoma care nurse, pharmacies and delivery companies to ensure any problems you might have are addressed and that you receive the products you need.

• An automated telephone system is in operation, this means if the prescription coordinator is already taking a call you will automatically hear a recorded message asking you to leave a message.

• If you hear the recorded message, please leave your contact details and your call will be returned. Repeatedly calling and hanging up if you hear the recorded message blocks the telephone system.

• When you speak with the prescription co-ordinator she will ask you three or four questions about how you have been managing since your last prescription was issued. Please answer these questions honestly as this will enable us to ensure you are prescribed products which are best suited to your clinical needs.

• Your prescription will be for one month’s supply of products. The service is unable to provide a prescription for more than one month’s supply.
Getting your prescription dispensed

A prescription for stoma products is the same as a prescription for all other medication. The same prescription charges and exemptions apply. The items listed on your stoma prescription need to be dispensed by a pharmacy or Dispensing Appliance Company (DAC). When you call the prescription line you will be asked where you would like us to send your prescription for dispensing.

You have two choices:

1. We can post the prescription to your home address; you can then take or send it to a pharmacy or DAC of your choice. It is your responsibility to then arrange if you will collect your products or if they will be delivered to you.

2. We can post your prescription directly to a DAC of your choice. In order to ensure a speedy service we will ring the DAC before we post the prescription to place your order; your products are then posted out to you, usually within 5 - 7 working days.
General Advice

• If you have any problems regarding reordering or the delivery of your stoma products; please speak to one of our prescribing coordinators who will assist and help you to resolve any issues.

• Any skin soreness or leakages should be reported so that a review with the Clinical Nurse Specialist can be arranged. This will either be in your home (if you are housebound) or in a clinic setting.

• If you are interested in finding out about new products or contributing to service developments you might like to consider attending our support group meetings. You can find out details of forthcoming meetings by contacting the service and asking for details about the support group.
OOPS Stoma Support Group

The Optimistic Ostomate Peers Support (OOPS) stoma support group is supported by the community specialist nurses for stoma care, but led by fellow stoma patients with the aim of offering support and advice to new and established ostomates from across South Tees.

Each meeting offers and informal get together, updates and advice regarding stoma issues, appliances, and a free cup of tea or coffee. All new and established stoma patients, friends and family are very welcome - for further details please contact the Stoma Care Advisory Service on 01287 284113.

How to Contact Us

Community Stoma Care Prescribing Service
Telephone: 01287 284450
Monday - Friday (excluding bank holidays)
9.00 am - 3.30 pm
Email: feedback@southtees.nhs.uk

Useful Contact numbers

For GP out of hours, contact 111.

Useful Websites

www.nhs.uk
www.gov.uk
www.southtees.nhs.uk
We Value Your Comments

If you have any comments or concerns about the services we have provided please let us know, or alternatively you can contact the Patient Advice and Liaison Service (PALS) team.

Comments, compliments, concerns or complaints

South Tees Hospitals NHS Foundation Trust is concerned about the quality of care you receive and strives to maintain high standards of health care. However, we do appreciate that there may be an occasion where you, or your family, feel dissatisfied with the standard of service you receive. Please do not hesitate to tell us about your concerns as this helps us to learn from your experience and to improve service for future patients

If you have a concern or question regarding care of the service received, please discuss with / contact a member of the clinical team / matron in the first instance, who may be able to answer your questions without delay. If you feel you cannot discuss your concern with the clinical team, The Patient Advice and Liaison service can advise and support patients, families and carers and help sort out problems on your behalf. This service is available, and based, at The James Cook University Hospital but also covers the Friarage Hospital in Northallerton, our community hospitals and community health services. Please ask a member of staff for further information.

If you require this information in a different format please contact Freephone 0800 0282451
Useful Contacts

**Colostomy UK**
Enterprise House, 95 London Road
Reading, Berks
RG1 4QL
Tel: 0800 328 4257
www.colostomyuk.org

**The Ileostomy and Internal Pouch Support Group**
Danehurse Court, 35-37 West Street
Rochford, Essex SS4 1BE
Tel: 0800 018 4724
www.iasupport.org

**Urostomy Association**
2 Tyne Place, Mickleton
Chipping Campden GL55 6UG
Tel: 01386 430140
www.urostomyassociation.org.uk

**Crohn’s & Colitis UK**
Tel: 0300 222 5700
www.crohnsandcolitis.org.uk

RADAR keys enable you to access all disabled toilets. These toilets are accessible to wheelchair users and have sinks within the toilet area. Please contact RADAR disability network on 01709 255752 for information on obtaining a key. Alternatively you can visit their website: www.radar.org.uk