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| Click here to enter address in this cell only to display in DL, C5 &C4 window envelopes . | Dukes Court  Duke Street  Woking  Surrey  GU21 5BH  0300 561 1555 |
| Private and confidential | www.surreyheartlands.org |
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Re: Changes to the process for ordering appliances and accessories (including stoma, continence and wound care products) from Dispensing Appliance Contractors (DACs). Start Date: XX/XX/XXXX

Dear insert name of DACs here

This letter is to inform you of changes in NHS Surrey Heartlands ICB to the prescription ordering appliances and accessories (including stoma, continence and wound care products) via DACs. These changes have been implemented to protect valuable NHS resources and prevent medicines waste.

To ensure patients can obtain supplies appropriately Surrey Heartlands ICB advises that:

* Prescriptions should only be issued at the request of the patient, patient’s carer or specialist nurse. Requests for prescriptions should only be accepted from other individuals e.g. district nurse, if a prior agreement has been made with the GP.
* Products/quantities should not be altered without consulting the patient’s specialist nurse.

Surrey Heartlands ICB advises Practices to:

* No longer accept retrospective prescriptions, except as set out below for an emergency supply. If a practice receives a request for a prescription which is not authorised, this should not be supplied.
* Write prescriptions for a **maximum** of a 28-day supply.
* Use electronic prescriptions (EPS), add the patient’s chosen DAC onto their Patient Medical Record (PMR). This will negate the supply of appliances being dispensed by the contractor before receiving the prescription.
* Advise patients to contact suppliers if damaged products are received, practices should NOT issue another prescription for this purpose.
* Contact their local stoma nurse for a review of stoma patients newly registered to the practice. Please indicate upon referral whether the patient; has new items, has a new stoma, is new to the area with an existing stoma or is a temporary resident.
* Refer patients to specialist nurse if they are over ordering products.

Surrey Heartlands requests the co-operation of DACs with the following:

* No items should be dispensed before receiving a valid prescription.
* In line with the *Human Medicines Regulations 2012*, if a contractor requests a prescription “post supply” without prior permission or in line with emergency supply provisions, this is at their risk; GPs are entitled to refuse to supply a prescription.
* For urgent requests, contact the prescriber to advise them on the rationale for urgent supplies. Emergency supplies made at the request of the patient must be in line with the *Human Medicines Regulations 2012* and a prescription requested from the GP practice must be supplied within 72 hours of the supply being made.
* Do not send any samples prior to consulting with the patient’s specialist nurse.
* Provide feedback to the patient’s *specialist nurse or GP*if the patient is not ordering their products.
* Encourage patients to contact their local specialist Nurse if they are experiencing problems.

We hope that this information will enable you to manage your supply of appliances, accessories and wound care products to patients of Surrey Heartlands GP practices appropriately to ensure a safe and cost-effective service provision.

Yours faithfully

Click here to enter your name (not just a team).

Click here to enter your title.