

Information for Stoma Patients

This leaflet is to help you understand the process for **ordering and prescribing** of stoma appliances and accessories.



Recommendations

- When your stoma is first created you will be assessed, and the specialist stoma nurse will recommend suitable products for your individual stoma care needs and provide a service leaflet. You should be reviewed annually by your stoma nurse, this may be face to face, via telephone or e-mail.
- For ongoing supplies, request a prescription from your GP practice. The prescription indicates the exact pouch and any accessories that may be required. You can choose whether you wish to obtain your supplies from a local community pharmacist, or from a Dispensing Appliance Contractor (DAC).
- To ensure timely ongoing supplies, please order supplies approximately 2 weeks before you need them.
- Please be mindful of wastage. If there is a particular item that you no longer use or if you are building up a stockpile at home, then please **do not** request that item. If quantity of product requested is considered excessive or outside recommended guidelines, this may be brought to the attention of your GP to review. Do not keep more than one month's supply in-hand.
- Check the expiry dates of your products and use the shortest dated first.
- Any changes in products or additions to your prescription, including samples you may have received, must be authorised by your stoma care nurse, who will inform your GP in writing.
- If you receive damaged products from the supplier, ask the supplier to replace these, not your GP as they will be unable to issue another prescription.
- Your GP may remove an item from your prescription because it is no longer required or is not required on a regular basis. Your prescription will not be altered without your knowledge.
- If you are experiencing any problems, contact your stoma nurse and **do not re-order** until you have been seen by the nurse.
- If your stoma is due to be reversed, do not reorder within two weeks of surgery.

If you start to experience any problems or your prescription needs are changing you may require a stoma review. Please contact your local stoma nurse.

Ashford & St Peters Hospital: 01932 722636 * St Helier Hospital: 0208 2962640 * Epsom Hospital: 01372 735925 * East Surrey Hospital: 01737 231728

*** Royal Surrey County Hospital: 01483 571122 Ext 2558 * Frimley Park Hospital: 0300 6136301**

Please keep this leaflet in your supplies bag and take it with you to clinics or for inpatient stays in hospital.

The name of your Dispensing Appliance Contractor (the company that supplies your stoma items) or Community Pharmacy is

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