

Sefton Stoma Prescription Service

New pilot stoma prescribing and ordering service to improve care of your patients

From early November 2019, a new pilot service is being introduced by NHS Southport and Formby Clinical Commissioning Group (CCG) and NHS South Sefton CCG with the aim of significantly improving the quality of care and support for around 750 stoma patients in the borough.

The Sefton Stoma Prescription Service will make it easy for patients to order all the appliances and products they need. Additionally, the 12 month pilot service will give patients access to advice from specialist stoma nurses and an individualised care review to ensure they are always prescribed the best products for their differing needs.

This briefing explains the changes in more detail and provides contacts for anyone with queries about the new pilot service.

What does this mean for patients?

From 6 November 2019 patients or their nominated carers will order their prescriptions for appliances and products – like stoma bags – directly from the new pilot Sefton Stoma Prescription Service.

The new service is run by specialist nurses from Coloplast Ltd working alongside GPs and patients existing hospital or community based stoma services.

Patients will be able to choose to order their prescriptions online if that is easier for them than phoning the service's Freephone number.

Anyone with queries, or who may be having issues with their products will also be able to speak with a specialist stoma nurse at the same time.

Additionally, as part of the new pilot patients will be offered a review by a specialist stoma nurse to make sure they are always prescribed the best products for their differing needs.

So, it means in future patients will have access to timely, individualised, expert support and advice.

How are you letting patients know about the changes?

All stoma patients are being written to in early September to let them know in plenty of time that the change is coming.

It also gives people the chance to have any queries about the new service answered before it goes live on 6 November 2019.

How will the service work?

From 6 November 2019, there will be two ways for people to order their stoma prescriptions – by telephone or online - depending on which is easiest for them.

Telephone - Sefton Stoma Prescription Service can be contacted on 0800 917 9865, Monday to Friday, 9am-5pm (excluding public holidays).

Prescription co-ordinators answer calls and ensure patients receive the products they need quickly. They will ask patients some questions to see how they are managing since their last prescription was issued, as well as which company or pharmacy they would like their prescription to be sent to for dispensing and supply to them. A stoma care nurse will be on hand to provide patients with advice and support for any queries or concerns they may have.

Online – prescriptions can be ordered online if patients prefer and, like the telephone service, people can also request additional advice from a specialist stoma nurse, all via www.coloplastcharter.co.uk/sefton

As always, patients are asked to place their orders when they only have two weeks of stock left at home.

What about patients who find it difficult to order their prescriptions?

In preparation for the new pilot launching, Coloplast will be working with GP practices to identify those patients who may need more support in switching to the new stoma prescription service to make sure arrangements are in place to suit their needs. Coloplast will also be working directly with patients to identify those with specific needs.

Who is running the pilot service?

Coloplast, who specialises in supporting people with stomas will be running the pilot prescribing and ordering service, working together with GP practices and community and hospital based stoma teams. Patients will continue to have the choice of which organisation or company they would like their stoma appliances and products to be dispensed from.

Why is this change happening?

The CCGs are piloting this change to the way items are ordered and prescribed to reduce waste and importantly improve patient care and support.

How will the CCGs know if the pilot is working?

The pilot will be monitored closely by the CCGs throughout the year to make sure it works well for patients.

Key contacts

If you have queries - If you have queries about any of the information in this briefing, please speak to Christine Barnes, Christopher Brennan or Susanne Lynch from our medicines management team on 0151 317 8450.

If your patients have queries – Ahead of the service launching, your patients can contact our Patient Advice and Liaison Service (PALS) with their queries:

Call - 0800 218 2333 (Monday to Friday, 9am - 5pm) A voicemail system operates at busy times and out of hours and we will endeavour to return your call by the next working day.

Email - MLCSU.PALS@nhs.net

For more information about the CCGs or their work visit their websites
www.southseftonccg.nhs.uk or www.southportandformbyccg.nhs.uk, follow them on Twitter [@NHSSSCCG](https://twitter.com/NHSSSCCG) or [@NHSSFCCG](https://twitter.com/NHSSFCCG) or see a range of short films on You Tube for [NHSSSCCG](https://www.youtube.com/channel/UC...) or [NHS SFCCG](https://www.youtube.com/channel/UC...)