

Nottinghamshire Appliance Management Service

User's Handbook



Service provided by:

fittleworth

Welcome

We would like to welcome you, your family and carers to Nottinghamshire Appliance Management Service (NAMS) - a confidential, discreet service, supported by a knowledgeable team of prescription co-ordinators and specialist stoma nurses.

NAMS is the service that will manage the prescribing of your stoma products.

- The benefit of this service is that you will have contact with nurses with stoma training without needing to be referred by your GP. This will give you better access to advice and support, and will make sure that your prescribed products are appropriate for your daily needs

In this handbook, we explain the simple steps you need to follow to use this service.

If you have any questions, phone **0800 085 3745** between 8am and 5pm Monday to Friday. We are closed at weekends and on bank and public holidays.

Our service is closed on every 1st and 3rd Thursday afternoon in the month (2pm to 5pm) for staff training.

If you need to contact the service on these training afternoons, please phone **0800 085 3745** and leave a message on the answerphone. A member of staff will call you back before 5pm the next day.

Our Service

NAMS will:

- provide a service that helps you achieve your health and well-being goals
- respect and encourage your right to be independent
- support your choices and personal decisions
- respect your privacy and keep all information confidential

What do I need to do next?

Please read the information in this booklet. It includes:

- information on ordering prescriptions
- our nursing service
- product care
- giving feedback
- ordering online

Who will care for me after I leave hospital?

After you are discharged from hospital, a hospital specialist stoma nurse will remain responsible for managing any clinical stoma issues until your health is stable and your stoma is normal. During this time, NAMS nurses hold the prescribing responsibilities for all stoma related products, therefore it is important to get in touch with them for any product related issue. This will include referring you back to hospital, if necessary.

> Ordering prescriptions

The NAMS service is supported by our friendly team of experienced prescription co-ordinators who are available to help you order your prescriptions.



Step 1

Simply phone **0800 085 3745** between 8am and 5pm Monday to Friday, to speak to a prescription co-ordinator.

If all the prescription co-ordinators are on other calls, a recorded message will ask you to leave your contact details and we will call you back as soon as possible.



Step 2

You will be asked a few questions about any issues or problems since your last order.



Step 3

The prescription co-ordinator will prepare your prescription.

What will the prescription co-ordinator ask me?

You will be asked to confirm your name, date of birth and postcode. This is to ensure we issue the prescription correctly and comply with Data Protection.

You will also be asked two questions about how you have been managing your stoma health. If your answers raise any issues, the prescription co-ordinator may arrange for the NAMS stoma nurse to phone you.

Please answer the prescription co-ordinator's questions so that we can support your care by acting to resolve any issues.



Are there other ways to order a prescription?

We can phone or email you a reminder that your prescription is due, and ask you to confirm what you need. Please let your prescription co-ordinator know if you want us to do this. You can also place your order online. See 'Ordering online' on page 9.

How long will my prescription last me?

Your prescription will usually be for one month's supply of products. If you require a quantity of products which is different to this, such as when you go on holiday, please discuss with one of the nurses

What if I urgently need a prescription?

If you are in urgent need of any products, phone us on **0800 085 3745** so that we can arrange for a prescription to be sent to a dispenser of your choice straightaway.

Where will you send my prescriptions?

A prescription for stoma products is the same as a prescription for medication (tablets). Once NAMS has written your prescription and it has been checked and signed by one of the nurses, the prescription will need to be dispensed by a community pharmacy or dispensing appliance contractor (DAC), or sometimes referred to as your delivery company.

You can ask us to send your prescriptions to your home address (which means you will be responsible for picking up your products) or a dispenser of your choice. The dispenser of your choice could be a DAC or a local pharmacy.

You should allow a week for receipt of your goods, we send prescriptions to dispensers in the post at the end of each working day. The standard time to dispense the items to you is within 48 hours of receipt of the prescription and your dispenser **MUST** contact you if they cannot deliver within this time or a time acceptable to you. If you have any questions about your delivery please contact your dispenser directly.

> Our Nurse Service

Our nurses are stoma care trained and can give you advice and support to help you manage your stoma. They will work with you to support your individual treatment needs, and offer advice on appropriate appliances.

If you have a question or issue relating to your stoma between the hours of 8am and 5pm, phone **0800 085 3745**.



For additional medical advice, contact **NHS 111**.
For urgent emergency care, dial **999**.

Annual Reviews

You will be offered appointments at a local clinic or, if appropriate, at your own home for an annual review.

The benefits of attending your annual review

NAMS nurses review and sign all prescriptions for patients and in doing so take clinical responsibility for the suitability of the prescribed products. To support this responsibility, there is a need for the nurses to see patients for an annual clinical review. This is the same responsibility that your GP has if medicines are prescribed, and your GP practice may ask you to attend for an annual review for the same reason.

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.

> Product Care and Feedback

What do I do once I have my products?

Use your products as you have been advised. If you do not think that your product is helping you to manage your stoma, let us know so we can help.

We recommend that you check you have received the products you ordered. If you are not sure about any part of your order, phone us immediately on **0800 085 3745**.

How should I store my products?

It is important that you store your products following the manufacturer's instructions and away from direct heat and sunlight, in a dry, clean environment. Ideally you should store the products in their original packaging so that, if there is a fault, it can be investigated by the manufacturer using the information on the packaging.

It is a good idea to request a prescription for supplies when you have around 2 weeks of appliances left to make sure that you do not run out.

What do I do if something is wrong with my products?

If a product leaks or is not working properly, we may ask you to keep any unused items so that we can collect them and return them to the manufacturer to be investigated. We will need the product LOT number from the packaging and a brief explanation of the problem.

If you think that something is wrong with your products, phone us immediately on **0800 085 3745**.

How do I give feedback on the service?

We believe that your feedback is valuable as it is a good indication of the quality of our service, and gives us the opportunity to improve our standards and the service we offer.

Your feedback helps us understand what you find important; making sure that our service is maintained to a high standard and will continue to meet your needs.

You can contact NAMS on: **0800 085 3745**

Email: ncccg.nams@nhs.net

Nottinghamshire Appliance Management Service

Unit 1 Phoenix Centre, Millennium Way West, Nottingham NG8 6AS.

You can leave a comment about our service on the NHS Choices website: [www.https://www.nhs.uk/Services/clinics](https://www.nhs.uk/Services/clinics).

You can contact the following patient experience team who will act in your best interest to help settle problems or discuss concerns with us.

Nottingham North (Mansfield, Ashfield, Newark & Sherwood) Email: nshccg.pet-north@nhs.net.

Nottingham South (Rushcliffe, Nottingham East & Nottingham West) Email: nnectccg.pet@nhs.net

To call the Patient Experience Helpline: **0800 028 3692**
Select Option 1 for the North or Option 2 for the South.

Nottingham City

Phone: **0115 883 9570**

Email: ncccg.patientexperience@nhs.net

> Are there other ways to order a prescription?

Can I order prescriptions online?

Yes. If you would prefer to order your prescriptions and arrange delivery online, you will need to give the NAMS prescription co-ordinator specialist stoma nurse, proof of your identity.

This can be your:

- driving licence
- passport
- birth certificate
- gas, electricity, water or council tax bill

You will then be given a username and password to use when ordering through our online ordering system (called SystmOnline).

Once you have a username and password, you can use SystmOnline:

- by visiting the website at www.systmonline.tpp-uk.com; or
- through an app on Apple devices (iPhones, iPods and iPads) and Android devices (mobile phones and tablets). You can download the app for free from the Apple App Store and from the Google Play Store

You can get more help and advice from the SystmOnline website at: www.systmonline.tpp-uk.com/help.

> Further information and contact details

How can I get more information?

If you have any questions, phone **0800 085 3745** between 8am and 5pm Monday to Friday. We are closed the 1st and 3rd Thursdays of a month from 2pm, at weekends and on bank holidays and public holidays.

Or you can write to:

Nottinghamshire Appliance Management Service

Unit 1 Phoenix Centre, Millennium Way West, Nottingham NG8 6AS.

If you need this document in another language, large print or braille, please phone us on **0800 085 3745**.

Where can I go for additional support?

Useful websites:

The Urostomy Association	Colostomy UK	The Ileostomy Association
Website: www.urostomyassociation.org.uk Phone: 01386 430140 Email: info@urostomyassociation.org.uk	Website: www.colostomyuk.org Phone: 0800 328 4257 Email: info@colostomyuk.org	Website: www.iasupport.org Phone: 0800 018 4724 Email: info@iasupport.org
The Local Government Ombudsman	NHS	
PO Box 4771 Coventry West Midlands CV4 0EH Phone: 0300 061 0614	Website: www.nhs.uk Dial 111 for non-urgent medical advice Dial 999 in an emergency	For contacts at local support groups contact the national association or ask NAMS or your stoma care nurse

NAMS

The Nottinghamshire Appliance Management Service (NAMS) is provided by Fittleworth Medical Ltd.

Fittleworth Medical Ltd

2 Henry Lock Way
Littlehampton
West Sussex
BN17 7FB

The person responsible for overseeing Appliance Management Services at Fittleworth Medical Ltd is Jeremy Stokes, a Director at Fittleworth and is responsible for CQC regulations. He is also Clinical and Information Governance lead and Caldicott Guardian.

How we use your data

We will use your data in accordance with the current data protection regulations to enable us to prescribe your appliances. Your data will be retained as required by NHS regulations. A privacy notice is available on request.

What is the Care Quality Commission, and how does it work with you?

The Care Quality Commission (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.

You can see the latest CQC inspection report for the provider, Fittleworth Medical Ltd, by visiting www.cqc.org.uk or phoning **0300 061 6161**.

We welcome feedback

We are committed to providing the highest quality service for all of our service users. If you wish to make a complaint or send in a compliment regarding the service you have received, we would welcome the feedback. This helps us to continually improve the quality of the service we offer. Any complaints or comments will be treated sensitively and impartially.

Please contact us on,

Tel: 0800 085 3745

Email: connectservices.complaints@nhs.net

Post: Connect Prescription Services, Unit 1 Phoenix Centre, Millennium Way West, Nottingham, NG8 6AS

Our Clinical Governance Team will support you while the circumstances of your complaint are investigated. Our internal complaints and clinical incident policy follows NHS and CQC guidelines.

An initial acknowledgement of your complaint will be issued upon receipt of a formal complaint and a written response following a thorough investigation will be completed and issued within 7 working days. If for any reason this cannot be achieved then you will receive written communication informing you of this.

If you are not happy with the outcome of a complaint, you have the right to refer the matter to the Parliamentary and Health Service Ombudsman (PHSO) www.ombudsman.org.uk or to refer the matter to the Care Quality Commission.

Tel: 03000 61 61 61 email: enquiries@cqc.org.uk

Please visit: <http://iwgc.net/eonye> to leave a review

iWantGreatCare

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Management Service**

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