

# Nottinghamshire Appliance Management Service

User's Handbook

Service provided by:

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## About us

Nottinghamshire Appliance Management Service (NAMS) is a confidential, discreet CQC registered service, run by a knowledgeable team of prescription coordinators and specialist prescribing nurses. NAMS will manage the prescribing of your medical appliances. The benefit of this service is that you will have prescriptions issued in a timely manner and we will make sure that your prescribed products are appropriate for your individual needs. Below, we explain the simple steps you need to follow to use this service. If you have any questions, please use the contact details at the end of this handbook.

### Working hours

- **8am to 6pm Monday and 8am to 8pm Wednesday**
- **8am to 5pm Tuesday, Thursday and Friday**
- **9am until 1pm on Saturday**
- **We are closed on Sundays and bank and public holidays.**

The service is closed on the 1st and 3rd Wednesday of each month between 10am and 12pm for staff training. If you need to contact the service outside of the working hours, please phone **0800 085 3745** and leave a message on the answerphone. A member of our team will call you back before the end of the next working day.

### NAMS will:

- Provide a service that helps you achieve your health and well-being
- Respect and encourage your right to be independent
- Support your choices and personal decisions
- Respect your privacy and keep all information confidential

### Who will provide my ongoing specialist care?

The specialist team at the hospital in which you had your operation will remain responsible for managing any clinical issues. NAMS will provide all your prescriptions. The hospital team will work together with NAMS to ensure you receive the support you need to help you achieve your health and wellbeing goals. If you have a clinical query between the hours of 8am and 4pm, contact your hospital nurses directly. If your query relates to your prescription, please call NAMS using the contact information in the **Contact us** section.

**For additional medical advice, contact NHS 111**

**For urgent emergency care, dial 999**

## Ordering Prescriptions

There are several ways in which you can order your prescription. Our friendly team of experienced prescription coordinators will be available to help you.

### By phone:

- Simply phone **0800 085 3745** during our working hours, to speak to a prescription coordinator. You will be asked a few questions to confirm who you are and help us identify if you have had any problems since your last order. These are important to help us provide the best service possible.
- The prescription coordinator will prepare your prescription to be signed by one of our nursing team before it is sent to the dispenser of your choice.
- If all the prescription coordinators are on other calls, you will be given the option of leaving us a message.

### By email:

- You can request your prescription by sending an email at any time to our prescription coordinators at [nnicb-nn.nams@nhs.net](mailto:nnicb-nn.nams@nhs.net)
- Please provide your name, date of birth and details of the products you require within the email.
- The prescription coordinator will prepare your prescription to be signed by one of our nursing team before it is sent to the dispenser of your choice. You will receive a conformation email once your prescription has been processed.

### Online:

If you have a SystmOnline account you can order your products online at: <https://systmonline.tpp-uk.com/> To be able to do this you will need to speak to one of our prescription coordinators to confirm your identity. You can get more help and advice from the SystmOnline website at: <https://systmonline.tpp-uk.com/help/help.html>

### By App:



You can download the Airmid UK app to your Apple or Android mobile device. For more information on this please visit <https://airmidcares.co.uk/> or speak to one of our prescription coordinators.

# Frequently Asked Questions

## Where will you send my prescription?

Once NAMS has completed your prescription, it will be sent to the dispenser of your choice which may be a pharmacy, or a dispensing appliance contractor (sometimes called a DAC or delivery company). Your chosen dispenser should deliver your appliances within a few days of receiving your prescription. If you have any questions about your delivery or any complimentary items that may come with your prescription items, please contact your dispenser directly.

## 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 straight away.

## What do I do once I have my products?

Please check you have received the products you ordered when your delivery arrives. If you are not sure about any part of your order, phone us immediately on **0800 085 3745**. If you have any concerns about using your products, please contact your specialist team at the hospital.

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

If you think that something is wrong with your products you should contact your dispenser. If you do not have their details, please phone us on **0800 085 3745** for help.

## How should I store my products?

It is important that you store your products away from direct heat and sunlight, and 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.

## When should I order my prescription?

It is good idea to order your prescription when you have 2 weeks supply remaining. This will allow your dispenser plenty of time to get your products to you, to make sure that you do not run out. You can ask our Prescription Coordinators to call or text you if you would like a reminder to do this.

## How do you use my data?

We will use your data in accordance with the General Data Protection Regulation 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?

The Care Quality Commission (CQC) regulate all health and social care services. They monitor the quality and safety of all the health care activities we undertake. Visit their website [www.cqc.org.uk](http://www.cqc.org.uk) for more information.

## How can I give feedback?

Your feedback is valuable to us as it helps us to understand what is important to you; making sure that our service is delivered to a high standard and will continue to meet your needs. You can contact us using the details in the **Contact us** section.

## How can I make a complaint?

We are committed to providing the highest quality service for all service users. If you feel you need to make a complaint, we will welcome your feedback. This helps us to continually improve the quality of the service we offer. All complaints will be treated sensitively and impartially. Our Clinical Governance Team will support you while the circumstances of your complaint are investigated. Our complaints procedure 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, we will let you know.

If you are not satisfied 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](http://www.ombudsman.org.uk) or the Care Quality Commission by calling **0300 061 6161** or emailing [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

If you need to make a complaint you can:

- call **0800 085 3745** and ask to speak to the Prescription Services Manager
- email us on: [connectservices.complaints@nhs.net](mailto:connectservices.complaints@nhs.net)  
or
- write to: **Prescription Services Manager,  
Connect Prescription Services,  
Unit 1 Phoenix Centre,  
Millennium Way West,  
Nottingham,  
NG8 6AS.**

## Contact us

You can contact NAMS by:

Telephone: **0800 085 3745**

Email: [nnicb-nn.nams@nhs.net](mailto:nnicb-nn.nams@nhs.net)

Write to: **Nottinghamshire Appliance Management Service,  
Unit 1, Phoenix Centre,  
Millennium Way West  
Nottingham,  
NG8 6AS**

Website: <https://connectprescriptions.com/NAMS/>

If you need the information on this page in another language, large print or braille, please call us on **0800 085 3745**.

## Useful Contacts

### NHS

Website: [www.nhs.uk](http://www.nhs.uk)

Phone: **111** for non-urgent medical advice  
or **999** in an emergency

### Nottingham University Hospitals Airway Nurse Specialist

Sue Mazengarb: **07812269005**

Lauren Hemmington-Page: **07812278257**

