

Nottinghamshire Appliance Management Service

User's Handbook

Service provided by

Contents

	Page
About us	2
Working hours	2
Ordering Prescriptions	3
Frequently Asked Questions	4
How can I give feedback?	6
How can I make a complaint?	6
Contact us	7
Useful Contacts	7

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. In the **Ordering Prescriptions** section, we explain the simple steps you need to follow to use this service. If you have any questions, please use the contact details in the **Contact us** section on the back of this handbook.

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

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.

Who will provide my care when I first leave hospital?

The stoma care team at the hospital in which you had your operation will remain responsible for managing any clinical stoma issues to begin with. NAMS will provide all your prescriptions and be able to offer you telephone advice during this time. The hospital stoma nurses 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 question or issue relating to your stoma between the hours of 8am and 4pm, contact your hospital stoma nurses directly. If your query related 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 to our prescription coordinators at 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 confirmation 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**.

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.

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.

Who will provide my long-term stoma care?

When you no longer require input from the hospital your stoma care will be handed over to NAMS. This will usually be 6-12 months after you had your stoma formed. After this time, you can contact NAMS directly for all of your stoma care and stoma prescription queries. We will offer

you an annual review of your stoma to make sure that everything is healthy and the products you are using continue to be the most suitable for you. You do not have to wait until this review to be seen by one of our nurses. If you have a problem or concern, please contact us for a review or advice using the contact details in the **Contact us** section.

Annual Clinical Review

It is recommended that you have a clinical review with a stoma nurse every year. The purpose of an annual clinical review is to ensure your stoma and surrounding skin are healthy and not impacting on your general health and wellbeing and that you are using the most appropriate products for you. We will offer you a clinic appointment for an annual clinical review. We hold clinics in our base at NAMS (near Nuthall) as well as other locations across the county. Please ask for your closest venue when making your appointment.

Do I have to come to clinic for a review?

Our preference is that you come to clinic for your clinical review, but this is not the only option. If you are unable to make it to the clinic, the other options are:

- Video consultation – We will use an NHS secure platform to speak to you and see you. You will need a smartphone, tablet or laptop with a camera and a well-lit room to be able to do this
- Home visit – If you are unable to get to clinic and do not have access to video technology one of our nursing team can come and see you in your home.

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 for more information.

Do you have a Patient Steering Group (PSG)?

A Patient Steering Group (PSG) was created when NAMS first started, with the aim of facilitating good relations and two-way communication between NAMS and its patients by acting as a representative group to support and encourage ongoing development of the service. The PSG can be contacted via email to: nams_psg@outlook.com

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 or the Care Quality Commission by calling **0300 061 6161** or emailing 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
or
- write to: **Prescription Services Manager,
Connect Prescription Services,
Unit 1 Phoenix Centre,
Millennium Way West,
Nottingham,
NG8 6AS**

Useful Contacts

Urostomy Association

- Website: www.urostomyassociation.org.uk
- Phone: 01386430140
- Email: info@urostomyassociation.org.uk

Colostomy UK

- Website: www.colostomyuk.org
- Phone: 08003284257
- Email: info@colostomyuk.org

IA (Ileostomy and Internal Pouch Association)

- Website: www.iasupport.org
- Phone: 08000184724
- Email: info@iasupport.org

NHS

Website: www.nhs.uk

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

Contact us

You can contact NAMS by:

- Telephone: **0800 085 3745**
- Email: 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**.