

Nottinghamshire Appliance Management Service

User's Handbook



Service provided by:
 fittleworth

This handbook provides information on the Nottinghamshire Appliance Management Service (NAMS) – a service that will manage the prescribing and delivery of your stoma products from now on.

A benefit of this service is that you will have contact with a team of specialist stoma nurses without needing to be referred to them 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 the service. This handbook also contains information on what you can expect from the Care Quality Commission, the independent regulator which makes sure health and social-care services provide safe, effective, compassionate and high-quality care.

If you have any questions, phone **0800 085 3745** between 8am and 6pm Monday to Friday. We are closed at weekends and on bank holidays and public holidays.

> A warm welcome

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

- > provide a skilled 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; and**
- > respect your privacy and keep all information confidential.**

Our nurses have extensive knowledge in providing stoma care and can give you advice and support to help you manage your stoma. They will give you details of your individual treatment needs, and advice on appropriate appliances, to make sure your repeat prescriptions meet your needs.

You will be offered appointments at a local clinic or, if appropriate, in your own home. The service is supported by our friendly team of experienced prescription co-ordinators who are available to help you order your prescriptions.

What do I need to do next?

Please read the information in this booklet. It includes information on ordering prescriptions, our nurse service, product care, giving feedback and ordering online, as well as other information.

We will make sure that the NAMS specialist stoma nurse knows which stoma appliances you are currently using, and is given all the information they need to provide an efficient service.

> Ordering prescriptions



Step 1

Simply phone **0800 085 3745**, between 8am and 6pm 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 a prescription co-ordinator will call you back within 15 minutes.



Step 2

You will be asked a few questions about any issues or problems since your last order. This is to make sure that you are getting the products that you need.



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 make sure we issue the prescription correctly.

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 ask you if you want a clinic appointment, a home visit, or for a NAMS stoma nurse to phone you.

Please answer the prescription co-ordinator's questions to make sure you continue to be prescribed products which meet your needs.

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, unless you ask otherwise.

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.

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

Where will you send my prescriptions?

You can choose for 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 dispensing appliance contractor; or
- > a local pharmacy.

If we send your prescription to your dispenser of choice, they will deliver your appliances within 24 to 48 hours of receiving your prescription.

What about prescription charges?

If you currently pay for your prescriptions then you will continue to pay. Similarly, if you are exempt (that is, you do not have to pay for your prescriptions) the same exemptions apply under NAMS.

> Our nurse service

What can I expect from the nurse service?

Our nurse service will provide appropriate treatment, and give you advice on appliances, to make sure your repeat prescription meets your needs.

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

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.

The CQC regulate our nurse service, so you can be sure that you are getting the best quality and level of care.

For more information on the CQC, visit their website at www.cqc.org.uk.

How do I ask for a call from a specialist stoma nurse?

If you have a question or issue relating to your stoma between the hours of 8am and 6pm, phone **0800 085 3745**.

For out-of-hours advice and support, phone our nursing service direct on **0800 085 4416**. Please note that this is not an emergency service.

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

Who will care for me after I leave hospital?

After you are discharged from hospital, a specialist stoma nurse will remain responsible for managing any stoma issues and let you know about any follow-up reviews and clinic appointments. During this time, NAMS will provide your prescription and will be available to offer you advice. This will include referring you back to hospital, if necessary.

> 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 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.

It is a good idea to order your prescription when you are down to about a week's supply of products, 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.

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

> Newark and Sherwood

Phone: 0800 028 3693

Email: pet.north@newarkandsherwoodccg.nhs.uk

> Nottingham North East

Phone: 0800 028 3693

Email: pet@nottinghamnortheastccg.nhs.uk

> Nottingham City

Phone: 0115 883 9570

Email: patientexperienceteam@nottinghamcity.nhs.uk

> Ordering online

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 or a specialist stoma nurse proof of your identity. This can be your driving licence, passport or birth certificate, or a 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 6pm Monday to Friday. We are closed 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

Where can I go for independent advice?

Useful websites

The Bladder & Bowel Foundation (B&BF)	The Colostomy Association	The Ileostomy Association
<p>Website: www.bladderandbowelfoundation.org</p> <p>Phone: 0845 345 0165</p> <p>Email: info@bladderandbowelfoundation.org</p>	<p>Website: www.colostomyassociation.org.uk</p> <p>Phone: 0800 3284257</p> <p>Email: cass@colostomyassociation.org.uk</p>	<p>Website: www.nottsandderbyia.org.uk</p> <p>Phone: 01773 764 865</p> <p>Email: secretary@nottsandderbyia.org.uk</p>
The Local Government Ombudsman	NHS	The Urostomy Association
<p>PO Box 4771 Coventry West Midlands CV4 0EH</p> <p>Phone: 0300 061 0614</p>	<p>Website: www.nhs.uk</p> <p>Dial 111 for non-urgent medical advice.</p> <p>Dial 999 in an emergency.</p>	<p>Website: www.urostomyassociation.org.uk</p> <p>Phone: 01889 563191</p> <p>Email: secretary@urostomyassociation.org.uk</p>

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

Fittleworth Medical Ltd

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The person responsible for overseeing NAMS at Fittleworth Medical Ltd is Jeremy Stokes.

Jeremy is a Director at Fittleworth Medical Ltd and is responsible for keeping to the CQC regulations for the NAMS nursing service. He is also Clinical and Information Governance lead and Caldicott Guardian and SMART Card Sponsor for the NHS care records service.

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**.

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