

Using Your Products

Once you have obtained your products, please check them to ensure you have exactly what you need.

If you think your order is not correct, please telephone the prescription service as soon as possible.

It is important to store your products in their original packaging away from direct heat, damp, dirt and dust.

Please use up existing stock before starting any from your latest order. By doing this it will help ensure that none of your products are out of date when you use them, which can lead to infections or skin damage.

Always use your products as shown in the product instructions or as advised by your nurse.

If you have any problems using your products, or any questions about managing your stoma or continence please telephone the service on 0800 953 9005.

Appliance Prescription Service

**Supported and delivered by
East Lancashire
Hospitals NHS Trust**

**Order a prescription for your
Continence and Stoma Supplies
via
Patient line: 0800 953 9005
Email: aps.eastlancs@nhs.net**

**Service hours:
Monday to Friday 9am - 3.30pm
(excluding Bank Holidays)**

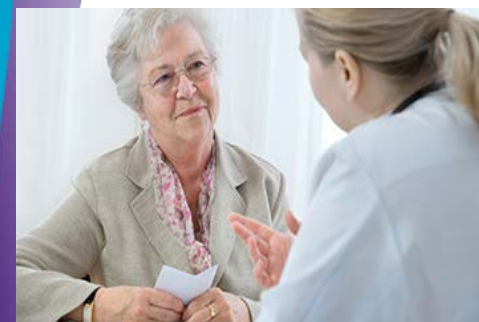
Any personal information will only be used by the service to ensure you receive the most appropriate clinical care.

Complaints and / or concerns

If you have a specific complaint or concern about our service, please contact the Coordinator on the above number or if you prefer you can contact Customer Relations in one of the following ways:-

- Telephone (01254) 733700
- E-mail:- complaints@elht.nhs.uk
- In writing to:-
Customer Relations,
Park View Offices,
Royal Blackburn Hospital
Haslingden Road,
Blackburn,
BB2 3HH

Appliance Prescription Service



**Guidance for patients and
carers on how to order
products for Continence
and Stoma needs**

**Monday to Friday
9am - 3.30pm
(excluding Bank Holidays)**

**Patient line: 0800 953 9005
Email: aps.eastlancs@nhs.net**

Our service to you

We are an NHS Nurse led service for all adults who are prescribed Continence and Stoma Appliances, and who are registered with an East Lancashire or Blackburn with Darwen GP.

You have been given this leaflet because you, or someone you care for, requires a prescription for a stoma or continence product.

Previously prescriptions for these items may have been prepared by your GP practice. From now on GP practices will no longer provide prescriptions for these products in East Lancashire and Blackburn with Darwen.

The service will aim to improve your experience and care by helping and advising you with any continence and stoma problems you may have when you call to order your prescription.

We can also refer you back to the most appropriate Health Care Professional for specialist advice if required.

Ordering Your Products

When you have 10 days' supply of products left, please telephone the service to arrange your prescription. This will usually be for one months' supply.

You will be asked some simple questions regarding any issues you may have had since your last prescription.

It is important that you inform the service administrator if you have experienced any problems with your products or if you are having any issues relating to your bladder or bowel so that you receive the most appropriate care.

If there are no problems then the service administrator will arrange for your prescription to be sent to your choice of dispenser.

Please only order what you need ensuring you have enough to last over holiday periods and weekend. If you don't order a product, it will still remain on your records, so you can order it when you next need it.

Patient line: 0800 953 9005
Email: aps.eastlancs@nhs.net

Service hours:
Monday to Friday 9am - 3.30pm
(excluding Bank Holidays)

Obtaining Your Products

Once the prescription for your products has been produced, it will need to be dispensed.

You can choose where you would like us to send your prescription for dispensing:

Community Pharmacy

We can send the prescriptions directly to your usual Community Pharmacy.

Dispensing Appliance Contractor (DAC)

The prescription can be sent directly to your choice of DAC who will deliver your products to your home.

Practice Dispensary

We can send the prescriptions directly to your Practice's Dispensary.

Or we can post the prescription to your home address. You can then take it to your local pharmacy or post it to a DAC of your choice.

The service administrator will ask you where you would like your prescription to be sent.

We ask that you request your prescription when you have 10 days of stock left, to allow for any unforeseen circumstances such as manufacturing delays which are beyond our control.