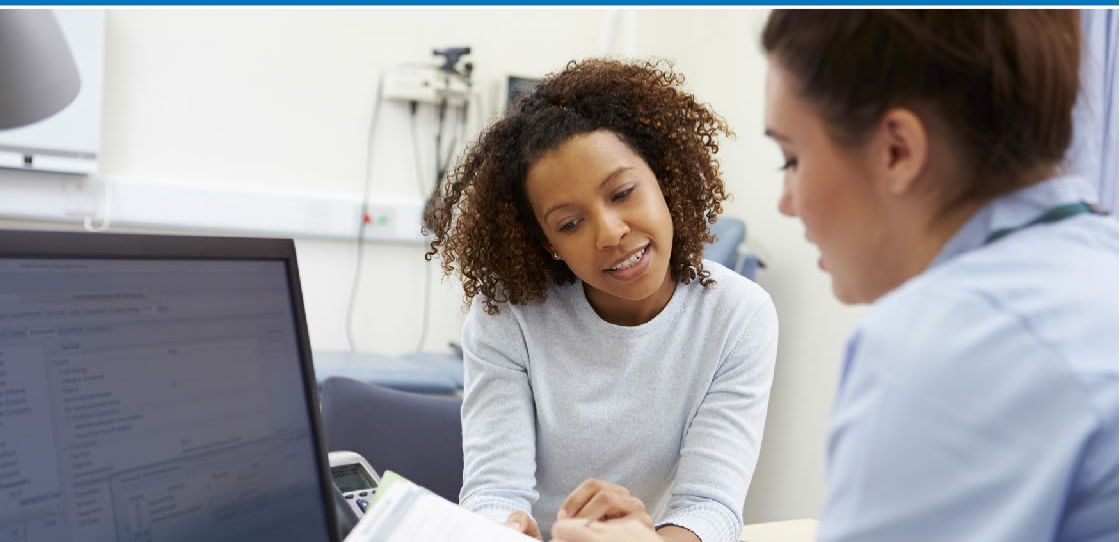


Appliance Prescription Service Patient Information Leaflet



If you require this document in another language, large print, braille or audio version, please contact us on 0800 138 8892 or email prescriptionservice.bhg@nhs.net

Welcome

We would like to welcome you to the Leicester, Leicestershire and Rutland (LLR) Appliance Prescription Service. This is a specialist, confidential, dedicated service which looks after the prescribing of your urology appliances and/or trans-anal irrigation products instead of your GP.

The Service has been set up to enhance the quality of care for people using urology products such as catheters, sheaths and leg bags and trans-anal irrigation products.

Patients who are registered with a GP in LLR are eligible to use the service.

This service will work alongside the existing treatment, care and support that you receive from your GP, District Nurse and Secondary Care specialist teams.

This leaflet will explain more about the service to you and what will happen next.



What happens next?

The service will contact you to explain how everything will work.

During this welcome call we will:

- Confirm your details
- Explain in more detail how the service will work
- Discuss how you would like to request your prescription going forward
- Confirm how you want your prescriptions dispensed

If an order is needed we will:

- Go through a stock check of your products
- Ask some questions regarding your health and product issues

Our staff know which products you are currently using and have all the information they need to provide an efficient service and to make your transition as smooth as possible, from ordering your prescription through your GP to the LLR Appliance Prescription Service.

Ordering your prescription for urology and/or trans-anal appliances.

In line with your preferences, we will either contact you via telephone, or you can contact us by telephone, email, via the online order form or mobile phone application.

Before issuing a prescription, we will ask you:

- How much product you still have.
- Some health and product related questions to ensure your products are meeting your needs.
- If you are experiencing any urology and/or transanal irrigation related problems, we will ask a specialist nurse.
- How you would like your prescription to be dispensed

Your prescription will usually be for one month's supply of products.

You can nominate someone else to order your prescription on your behalf. This can be a family member, carer, friend or neighbour.

You should continue to request any other prescription items such as medicines from your GP.

Getting your prescription dispensed

We will send your prescription to a dispenser of your choice within 2 working days of you placing your order.

If you are in urgent need of any products, please phone us on 0800 138 8892 so that we can arrange for a prescription to be sent to a dispenser of your choice straight away.

You will need to decide which Pharmacy or Dispensing Appliance Contractor (home delivery company) you would like to dispense your prescription.

However, you can change your mind about who dispenses your prescription at any time by contacting us.

Standard prescription charges and exemptions apply.

You can apply for a prescription pre- payment certificate to reduce prescription costs.

Once you receive your appliances

Once you have received your prescription items, check they are what you are expecting and contact your dispenser if there are any problems.

Store your prescription items correctly away from direct heat, damp, dirt and dust in their original packaging until you use them.

Always use appliances as they are intended to be used. Do not modify or adapt them unless advised by a healthcare professional, as doing so may make the product unsafe.

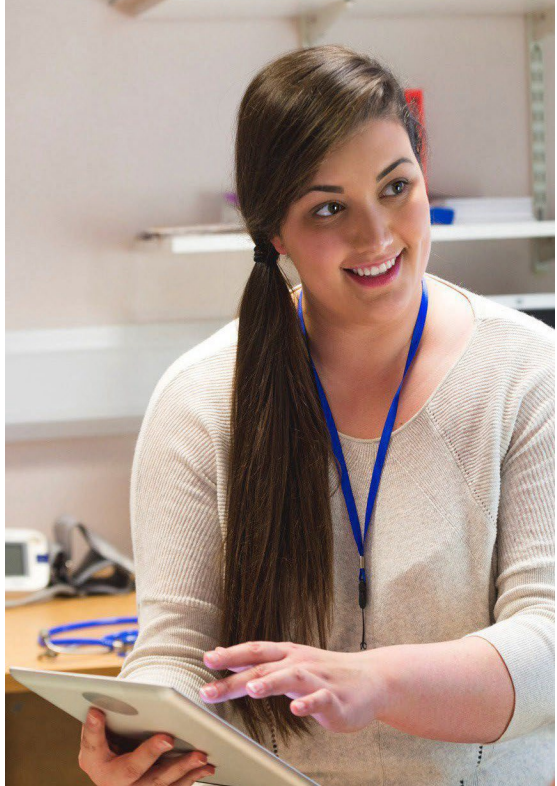
If you are experiencing problems or are unsure how to use any of your products, please let us know immediately so that we can help.

Ongoing Care

Annual Reviews

The Service will offer you an appointment for an annual review to ensure that the most suitable products are being used and that you are obtaining good outcomes from your appliances and your condition is being well managed.

The review may also identify that you no longer need to use certain appliances, or any appliances at all, but you will be supported throughout this journey by the Appliance Prescribing Service who will work closely with any other team involved in your care.



The benefits of attending your review

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.

How to contact us

If you would like any more information on the service or have any questions, you can contact us on Freephone 0800 138 8892 Monday to Friday 9am to 5:30pm, and Saturday 9am to 1pm (excluding bank holidays).

You can also email us at prescriptionservice.bhg@nhs.net or you can visit the website at:

LLRapplianceprescriptionservice.org

Alternatively, you can write to us at:

LLR Appliance Prescription Service
Glacier Buildings
Brunswick Business Park
Harrington Road
Liverpool
L3 4BH

Compliments and Complaints

If you wish to make a complaint about the service, or to let us know about something that has gone well please email us at prescriptionservice.bhg@nhs.net alternatively please call us on Freephone 0800 138 8892

Useful contacts:

NHS Website - www.nhs.uk

Dial 111 for non-urgent medical advice

Dial 999 for urgent medical advice

To find out more information about a prescription prepayment certificate, please visit the website below:

www.gov.uk/get-a-ppc

Frequently Asked Questions

What questions will you be asked when ordering your prescription?

You will be asked to confirm your details; this is to make sure that we issue the prescription correctly. You will also be asked some health and product related questions for each condition you require appliances for.

The health and product related questions, relating to a urology appliance need are:

- Have you seen a healthcare professional about your urology items since your last prescription?
- Do you have a latex allergy?
- Have you needed antibiotics for a urine related infection in the last 4 weeks?
- Have you had any problems with your urology products?

The health and product related questions, relating to a trans-anal irrigation appliance need are:

- Are you still using rectal irrigation?
- How often is the irrigation used?
- Are there any problems encountered in using the irrigation?
- Are you currently accessing a specialist TAI nurse?

You will also be asked about your stock levels to ensure that you don't end up with an excess. You will need to check your stock levels before you order your prescription.

How can I order my prescription?

You can order via phone, email, online at our website or via our mobile phone application.

How long will my prescription last me?

The quantities on your prescription will be sufficient to last you for 28 days. However, there are certain circumstances when you can request more, for example if you are going away.

What if I need an urgent prescription?

If you are in urgent need of any products then please phone us on 0800 138 8892 and we will arrange for a prescription to be sent to a dispenser of your choice urgently.

Why are you changing the way I order my prescriptions?

The Integrated Care Board who plan the NHS services in the Leicester, Leicestershire and Rutland area, have been looking at how people who use urology and/or trans-anal irrigation products currently receive their prescriptions, and how to enhance the care that they receive.

Having all appliance prescriptions provided by a central service will mean that prescriptions will be issued by a team of specialist nurses, who will be able to ensure that patients are ordering and using the best products for their needs and moves this task away from GPs.

Why do I need to do a stock check?

Patients don't always need the same quantity of products every month. Doing monthly stock checks will reduce over-ordering and make sure you have what you need.

Will the arrangements for my clinical care change?

Clinical care that you may receive for continence or trans-anal irrigation provided by other healthcare services will not be affected by this service.

Who regulates the service?

Our service is regulated by the Care Quality Commission (CQC), 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.

Who is providing the service?

This is a service provided by Bullen Healthcare on behalf of the Leicester, Leicestershire and Rutland Integrated Care Board. Bullen Healthcare provide NHS appliance prescription services in many other areas of the country.

Bullens is a trading name of the Bullen Healthcare Group Limited and other companies in the Bullens group.

This service is commissioned by the Leicester, Leicestershire and Rutland Integrated Care Board.

Leicester, Leicestershire and Rutland Appliance Prescription Service
Glacier Buildings, Brunswick Business Park, Harrington Road, Liverpool, L3 4BH
Telephone: 0800 138 8892 Email: prescriptionservice.bhg@nhs.net
Web: LLRapplianceprescriptionservice.org

Service provided by

