

Appendix 3 - Stoma Appliance Ordering – Patient Information Leaflet

The following information is intended to support patients and carers in the management of their stoma appliance prescriptions. Stoma appliances are your stoma pouches and additional accessories that may be required for your stoma care.

Any queries regarding your stoma appliance should, in the first instance, be directed to your Stoma Specialist Nurse Team.

How do I get my stoma appliances?

You/your carer have the right to decide where your stoma appliances are dispensed. This can be from a nominated community pharmacy, dispensing doctor (where available) or from a third party supplier (commonly known as a dispensing appliance contractor).

Any stoma appliances recommended by your NHS Stoma Specialist Nurse Team will require a prescription. Prescriptions are issued by your GP practice.

How will my GP practice know what products I need?

Your Stoma Specialist Nurse Team will make your GP practice aware of all your stoma appliance requirements this includes any changes to your requirements.

How do I order my prescriptions for stoma appliances?

Patients/carers are responsible for ensuring prescriptions for stoma appliances are ordered and provided to your chosen supplier.

Prescriptions for stoma appliances should be requested from your GP practice a minimum of ten days in advance of products being required to ensure ample time for prescription to be sent to pharmacy/dispensing contractor. It is advised that you/your carer discuss the usual turnaround time for prescriptions with your chosen supplier to allow ample time for ordering repeat supplies.

You should not order in excess of two months' supply at any one time.

Can I order a new/different stoma appliance?

Any requests for stoma appliances not included on your order list/repeat slip will not be authorised by your GP practice.

Any decision to supply additional/different stoma appliances will be made dependant on clinical need and will be done in collaboration with your Stoma Specialist Nurse Team.