

All stoma appliance service providers, on the list have agreed to dispense in accordance with the service standards, which include:

- use of appropriately trained staff;
- flange cutting and customisation of appliances on request;
- supply of disposal bags and wipes as required;
- supply and delivery in accordance with patient's needs eg delivery times, amounts, use of discreet packaging/ carrier;
- home delivery within two working days if requested by the patient; and
- a confidential and private patient support service.

The list may include dispensing doctor practices, though they may not provide the full range of services listed above.

The list of stoma appliance service may be accessed at the following web address:

[http://www.show.scot.nhs.uk/sehd/appliance\\_providers/index.htm](http://www.show.scot.nhs.uk/sehd/appliance_providers/index.htm)

or from the Primary Care Division of each NHS Board (see enclosed contact list).

***Can I have my appliances dispensed by another provider?***

Yes. Your appliance may be dispensed by any contractor listed on the national list and you can change to a different service contractor at any time.

***Will the choice of appliance most appropriate for my needs be affected?***

No. You will continue to be able to discuss with your Stoma Care Nurse Specialist and/or prescriber (GP or community nurse) which appliance is the most clinically appropriate for your needs.

***Who do I speak to if I want to use a different stoma appliance or accessory?***

You should discuss this with your Stoma Care Nurse Specialist and/or prescriber. They will be best placed to

advise what alternatives may or may not be suitable to meet your clinical needs

***What do I do if I am dissatisfied with the service I get from my stoma service provider?***

In the first instance discuss your concerns with the contractor. If that fails to resolve your concerns use your NHS Board's complaints procedure for your complaint to be formally investigated.

***What happens if I am visiting elsewhere within the UK and need a prescription dispensed?***

If you are visiting England, Wales or Northern Ireland and need to have a prescription dispensed there it will be dispensed in accordance with the rules in that country.

***Where do I get my prescription from?***

You will get your prescription from your current prescriber (GP or community nurse). In the future it is intended that

Stoma Care Nurse Specialists, who are the clinicians best placed to assess your clinical need, will also be able to write prescriptions.

You will be advised in due course of any local changes in prescription arrangements.

### ***What about my exemption from prescription charges?***

These arrangements do not change the current exemption arrangements.

### ***Will the arrangements be reviewed?***

Yes. The arrangements are in place initially for 2 years until March 2008. A National Review Group has been established involving interested parties including patient groups to review and monitor the effectiveness of the supply arrangements. Further information can be found at the website

Patients may be contacted by their NHS Board or NHS National Services Scotland for their views on the effectiveness of their service provider and the product they use.

Any comments made will be treated confidentially but will be used to help to monitor the effectiveness of the service and identify required changes.

### ***Where can I go for further assistance?***

You should contact the Primary Care Division of your NHS Board and you may also wish to contact the patient group relevant to your condition. Contact details are provided on the enclosed sheet and further information is available at:

[http://www.show.scot.nhs.uk/sehd/appliance\\_providers/index.htm](http://www.show.scot.nhs.uk/sehd/appliance_providers/index.htm)

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## **DISPENSING OF STOMA APPLIANCES**

**This leaflet sets out how to obtain your stoma appliance in Scotland.**

From 1 April 2006 the supply of stoma appliances became:

- a service in its own right; with
- minimum service standards for the supply of stoma appliances which all stoma service providers must meet.

### ***Who can dispense stoma appliances?***

There is a national list of all stoma appliance service providers (appliance suppliers and community pharmacies), who will be able to dispense prescriptions for stoma appliances wherever the patient lives in Scotland.