

Appendix 2 - Stoma Appliance Ordering – Patient Information Leaflet

The following information is intended to support patients and carers in the management of their stoma appliance prescriptions. Any queries regarding your stoma appliance should in the first instance be directed to your Stoma Nurse (gram.stomanurses@nhs.scot)

You and your stoma appliances:

- For newly discharged stoma patients your stoma nurse will make your GP aware of all your stoma appliance requirements via email.
- 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).
- Only stoma appliances included on your order list/repeat slip can be requested.
- 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.
- Whilst it is important for you to have an adequate stock of stoma appliances and be able to order more when needed, it is important to make sure that you don't order extra supplies 'just in case' you might need them. You should not order in excess of two months' supply at any one time.
- Any changes to your stoma appliance requirements will be sent to your GP from your stoma nurse team.
- Any requests for stoma appliances not included on your order list/repeat slip will not be authorised by your GP without consultation with the stoma team via email. Any decision to supply additional/different products will be made dependant on actual clinical need.
- Some stoma appliances are not recommended for prescribing by NHS Grampian, e.g. stoma underwear, stoma deodorants. Any requests for these appliances will be declined.
- Some companies may offer you 'free samples' of new products. If you think that you need these products you should discuss this with your stoma nurse before using these or requesting a prescription from your GP practice.