

Obtaining Appliance Prescription Supplies – Information for Patients and Carers

As you will be aware, the NHS continually reviews repeat prescriptions to make sure that our patients get the most appropriate treatment, and which provides good value for the NHS without affecting the quality of care.

We are currently reviewing the use and appropriateness of prescriptions for appliances and accessories in line with current good practice.

On discharge from hospital, you will have been supplied with the products and accessories required for immediate use. Your specialist nurse will have discussed the options available to you for obtaining future supplies and will have also given you a list of your products and their relevant order codes so that you are able to obtain prescriptions from your GP or the West Essex stoma service. Additionally they will have provided product and code details to your GP surgery directly.

Please bear in mind that in all cases, a prescription needs to be obtained **before** any supplies can be sent out. GP surgeries or the West Essex stoma service will **not** arrange a retrospective prescription if asked to do so because supplies have already been received.

Prescriptions will only be issued for items that are necessary for your care and products will not be changed unless there are clear reasons for doing so from your specialist nurses. Therefore please do not request or expect that prescriptions will be issued for samples or alternative appliance products without discussion with the clinical nurse specialist.

Because of the changing clinical nature of your condition, prescriptions will only be issued up to a maximum of 4 weeks supply at a time. This is in order to adjust your appliances to your requirements, to prevent wastage through excess stock being held at home, and for safety reasons to ensure that appliances are not used outside their shelf-life or incorrect appliances are mistakenly used.

To arrange repeat prescriptions there are several options available to you:

1. You get the prescription, and your pharmacy fulfils the order.
2. You get the prescription and send it to the supply company to fulfil.
3. You ask the GP to send the prescription to a supply company. Please ensure that you or the supply company provide a stamped addressed envelope to your GP practice to ensure correct delivery.
4. Your GP practice is a dispensing practice.
5. In West Essex the stoma service will send the prescription to your chosen pharmacy or appliance contractor

We expect that patients will request repeat prescriptions when they require further supplies of their appliances and that the supply company will **not** be doing this on your behalf.

Key points to remember:

- Always check your name and address is correct.
- Check your prescription details match your requirements as discussed with your specialist nurse.
- Check the doctor has signed the prescription.
- Sign the back of the prescription if you are exempt.
- If you choose to use a supply company to obtain your appliances, remember to ask your GP to write it on a separate prescription from your other items.

We thank you for your co-operation and assistance with the above to continue to make sure that you receive the correct products but also work on reducing waste in the NHS.

