

Position Statement for Stoma and Continence (Appliances and Accessories) Prescription Requests

Introduction

Continence and stoma appliances and accessories are usually dispensed, and home delivered to patients, by a Dispensing Appliance Contractor (DAC), a community pharmacist or a dispensing doctor. Home delivery includes delivery to a patient's home or to care homes.

Over-prescribing and over-ordering of continence and stoma products are frequently identified in primary care as causes of wasteful prescribing. Where products are supplied by a DAC, problems have occurred including:

- Supply in advance of a prescription
- Prescription requests prompted, causing patients to feel obliged to order products when not required
- Requests for new items without recommendation from a healthcare professional
- Direct marketing of products to patients and supply of samples
- Quantities of supply not matching those that have been prescribed
- Patients not contacted to ascertain their needs
- Patients losing reviews and contact with practitioner

The following recommendations have been made for prescription requests requiring home delivery to avoid over-ordering, wastage, poor communication and inappropriate requests from suppliers or appliance contactors for items which may be viewed as manufacturer driven requests for prescriptions.

There is [appliance ordering information for patients](#), a [practice appliance contractor letter \(for South West and East and North Hertfordshire\)](#) and a [Community Stoma & Ostomy Prescription Service Poster \(for West Essex Practices\)](#) available on the ICB website.

Recommendations

1. **For West Essex Patients** - all stoma patients should be referred to the West Essex Stoma service (contact 0800 9179865). GP surgeries should not raise prescriptions for stoma related items. For all other products the below applies.
2. **For East North Hertfordshire Patients** – all stoma patients should be referred to East North Hertfordshire NHS Trust Stoma Service (01438 284133).
3. **For South West Hertfordshire Patients** – all stoma patients should be referred to West Hertfordshire Teaching Hospitals NHS Trust Stoma Service (contact 01923 217489). The Stoma Nurse who covers Hertsmere is Breege O'Neill (contact 07901 118827).
4. Prescription requests for continence and stoma appliances should only be accepted **directly from the patient or their carer, not from the DAC.**
5. Retrospective prescription requests from suppliers should not be accepted. No items should be supplied by DACs to the patient in advance of a prescription.
6. Any requests for new items or changes in repeat prescription requests should only be accepted if it has been recommended by a health care professional [e.g. stoma care nurse, continence specialist, district nurse].
7. Prescriptions for continence and stoma items should be issued on a separate prescription to any other repeat medication. This enables dispensing if a patient chooses to use a DAC and not a community pharmacy.
8. Repeat prescriptions should not be issued more frequently than four-weekly.
9. Continence and stoma products should routinely be added to the patient's repeat list, not acute.
10. If a patient moves away or is admitted into hospital, no further prescriptions for home delivery should be issued for that patient.
11. Patients should nominate their preferred DAC or community pharmacy for the dispensing of their stoma products.



Version	4.0 Updates include: SWH Hertsmere contact information.
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