

**Patient
Information**

Gloucestershire Stoma Care Service

Introduction

The aim of the Gloucestershire Stoma Care Service is to provide a supportive specialist nursing service throughout the county to patients of all ages who require stoma formation such as a colostomy, ileostomy, urostomy or internal ileo-anal pouch. This leaflet is a guide to the Stoma Care services available to you following your discharge from hospital.

Gloucestershire Stoma Care Service

The Gloucestershire Stoma Care Service provides visits to patient's homes and other health care settings such as community hospitals and care centres to promote care from hospital to home.

Going home following stoma formation can be a very difficult time, as there are many things to learn and adjust to. Before you leave hospital, you will learn to care for your stoma and will be provided with 1 month's supply of stoma equipment tailored to your needs.

You will see the stoma care nurse, at home, within 7 to 10 days of discharge from hospital. The purpose of this appointment is to review your personal stoma care management and to arrange future prescriptions of your stoma equipment. The stoma care nurses will then continue to follow you up in a stoma clinic either at Gloucestershire Royal Hospital, Cheltenham General Hospital or a community hospital.

In exceptional circumstances, patients who cannot attend clinic may have a home visit.

Prescriptions

If your stoma was formed because of a cancer diagnosis, your prescriptions will be free.

If your stoma is permanent, you will be exempt from prescription charges and you will be provided with a prescription Exemption Certificate which you will need to complete and ask your GP to sign.

Reference No.

GHPI1014_01_22

Department

Stoma Care

Review due

January 2025

Patient Information

If you are under the age of 60, your stoma is temporary and was required for any diagnosis other than cancer; you may have to pay for your prescription. It is advisable to buy a prepaid prescription charge. Please ask your GP surgery for a pre-payment certificate application form (FP95). More information about an NHS Prescription Prepayment Certificate can be found at www.nhs.uk. Type 'prepayment prescription' into the search box.

After your home visit with the Stoma Care Specialist Nurse, they will make contact with your GP surgery to inform them of the products you will require on prescription.

Home delivery service

If you decide to use a delivery service to obtain your stoma equipment the stoma care nurse will initially contact them on your behalf.

You will then need to contact your GP's practice each month for a prescription which will be sent electronically to the delivery company to trigger the supply of equipment. The delivery service is free of charge.

When using the home delivery service you will also be provided with dry wipes and disposable black bags. Stoma pouches can also be cut to the size of your stoma. Please ask your stoma care nurse for more details regarding this.

Community pharmacy

You can also take your stoma equipment prescription to any community pharmacy. The pharmacist will order your supplies then arrange when you can collect them or they may offer to deliver them for you. It is advisable to use the same pharmacy each time as they will keep a record of what you require.

Ordering advice

Please remember to always order your supplies in plenty of time. If you have any difficulties obtaining your stoma equipment, please do not hesitate to contact your stoma care nurse.

**Patient
Information**

Suggestions and concerns

We are constantly reviewing and updating the service we offer, and are always looking to improve the support and advice we provide. If you have any suggestions please feel free to speak to your Stoma Care Specialist Nurse at any time.

We strive for excellence when caring for you and your family. Please talk to your Stoma Care Specialist Nurse in the first instance if you have any concerns regarding your care. We will try to resolve any problems as quickly and efficiently as possible.

Alternatively, if you have any comments and you would prefer to speak to someone outside of the Stoma Care Team, contact the PALS (Patient Advice and Liaison Service) team on Freephone number 0800 019 3282.

Contact information

If you have any concerns or questions regarding stoma care, the nurses can be contacted as follows:

Gloucester Stoma Care Team

Gloucestershire Royal Hospital,
Great Western Road
Gloucester
GL1 3NN

Tel: 0300 422 6702

Monday to Friday, 8:00am to 4:00pm (excluding Bank Holidays)

Cheltenham Stoma Care Team

Cheltenham General Hospital,
Sandford Road Cheltenham,
GL53 7AN

Tel: 0300 422 4363

Monday to Friday, 8:00am to 4:00pm (excluding Bank Holidays)

If your call is not answered please leave your name, contact details and a brief message; your query will be dealt with the next working day or at the first opportunity.

You can also email the Gloucestershire Stoma Care Team:

ghn-tr.stomacaregloucestershire@nhs.net

**Patient
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Stoma Clinics

All clinics are by appointment only. Please phone the relevant centre to book an appointment.

Stoma Care Department

Gloucestershire Royal Hospital

Tel: 0300 422 6702

Clinics are held on Tuesday and Thursday from 9:00am to 12:30pm

Stoma Care Department

Cheltenham General Hospital

Tel: 0300 422 4363

Clinics are held on Monday and Wednesday from 9am to 12.30pm.

Additional clinics

For an appointment at one of the hospitals listed below please contact the **Stoma Care Department, Gloucestershire Royal Hospital**.

Outpatient Department, Vale Hospital, Dursley

1st Tuesday of each month from 1:30pm to 4:30pm

Outpatient Department, Lydney Hospital

3rd Tuesday of each month from 9:00am to 3:00pm

Outpatient Clinic, Stroud General Hospital

2nd Wednesday of each month from 9:00am to 3:00pm

For an appointment at one of the hospitals listed below please contact the **Stoma Care Department, Cheltenham General Hospital**.

Outpatient Department, Cirencester Hospital

4th Tuesday of each month from 9:00am to 12.40pm

Outpatient Department, Tewkesbury Hospital

1st Tuesday of each month from 9:00am to 12:00 noon

Outpatient Department, North Costwolds Hospital

3rd Friday of each month from 9:00am to 1:00pm.

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If you are unable to attend your appointment, please contact the department as soon as possible so that your appointment can be offered to another patient and to rearrange your appointment.

Content reviewed: January 2022