

Introduction

Many people in Berkshire use products to help them manage their bladder or bowel conditions. Catheters, sheaths and leg bags are all examples of continence products but there are other types too.


You have been given this leaflet because you, or someone you care for, are currently being prescribed a continence product or Peristeen®.

This leaflet is produced by Berkshire Healthcare NHS Foundation Trust, the organisation responsible for providing NHS services in Berkshire. It contains information about a change in the way that you will order your continence products in the future.

Ordering Your Prescription

From June 2014, all prescriptions for continence products will be written by a Specialist Nurse and you have been registered with the Berkshire Continence Product Prescription Service.

To order a prescription for your continence product, you will need to telephone the following number:

 **0118 949 5271**

The service is available between 9:30am and 3:30pm, Monday to Friday (excluding Bank Holidays).

During these times the phone will be answered by a Continence Service Administrator who will assist you. At all other times, you may leave an answer-phone message and the Administrator will contact you the next working day.

Between June and August 2014, your GP practice will no longer issue prescriptions for continence products. It is essential that you use the telephone number 0118 949 5271. Your GP and District Nurses are aware of this change.

Why Are Things Changing?

The NHS recognises that Continence Nurse Specialists are experts in all aspects of continence care. The Continence Service will be able to answer any queries you may have and can work with others involved in your care, including GPs, District Nurses and pharmacists.

Additionally, the Continence Service will regularly



review your products with you and you may be offered the opportunity to try different products recommended by the Specialist Nurse.

Ordering Your Prescriptions

- When you have 7 day's supply of continence product left, telephone the Continence Service to arrange your next prescription.

- You will be asked some simple questions regarding any problems you may have had since your last prescription.
- It is important that you tell the Administrator if you have experienced any problems with your appliances or if you have had a recent urine infection so that your needs can be reviewed.
- The Specialist Nurse will arrange your next prescription which will usually be for one month's supply.
- **Please only order what you need.** If you don't order an item, **it will not be removed** from your records, so you will still be able to order it when you next need it.

Obtaining Your Products

Once the prescription for your products has been produced, it must be dispensed. The Administrator will ask you where you would like the prescription sent. You will be offered 2 options each time you order a prescription:

- **DAC** - The Continence Service can send the prescription directly to your choice of Dispensing Appliance Contractor (DAC) who will deliver your appliances to your home. There are a number of DACs who operate in Berkshire and the Continence Service can provide you with more details.

- **Home** - The Continence Service can send the prescription to your home address. You can then take it to your local pharmacy or GP dispensary, or post it to a DAC of your choice.



Your Products

Once you have obtained your products, please check them to ensure you have exactly what you need. If you think that your order is not correct, please telephone the prescription service as soon as possible.

Using Your Products

It is important to store your products in their original packaging away from direct heat, damp, dirt and dust.

Please make sure that you use up your existing stock of products before starting any from your latest order. By doing this, it will help ensure that none of your products are out of date when you use them, which can lead to infections or skin damage.

Always use your products as shown in the product instructions or as advised by your nurse.

Please do not adapt your products unless you have been advised by your nurse, as this may make the products less effective or unsafe.

If you are having difficulties using your products, or have any queries about managing your continence, please telephone the Continence Service.

Our Service

The Continence Product Prescription Service forms part of the Berkshire Healthcare NHS Foundation Trust which employs specialist Nurses, who run assessment and treatment clinics across Berkshire. If you wish to access this service, please ask your GP, Nurse or other Healthcare Professional to refer you. You may also self-refer by telephoning **0118 949 5146**.

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Ordering your Continence Appliances

Guidance for Patients and Carers



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<http://www.yourlocalweb.co.uk/berkshire/caversham-heights/pictures/715999-the-river-thames-reading/>