

How to contact us:

If you have any concerns regarding your stoma, pouch, stoma output, peristomal skin or your post-operative recovery, contact the team on:

0118 322 7640 or email
rbft.stomanurses@nhs.net

Monday to Friday (excluding bank holidays) between 8am and 4pm.

If your call goes to answerphone, please leave your name, contact details and a brief message, and your query will be dealt with by the next working day.

Out of hours, contact your GP or their out of hours' service.

For emergencies, dial NHS 111, or visit your nearest Walk-in Centre or Emergency Department (A&E).

Suggestions and concerns

We strive for excellence when caring for stoma patients and their families. If you have any concerns regarding your care, please talk to your stoma nurse in the first instance. 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 Patient Advice and Liaison Service (PALS) on 0118 322 8338 or email PALS@royalberkshire.nhs.uk

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 speak to your stoma care nurse at any time.

To find out more about our Trust visit
www.royalberkshire.nhs.uk

Please ask if you need this information in another language or format.

Stoma Care Nurses, April 2023
Next review due: April 2025



Royal Berkshire
NHS Foundation Trust

The Stoma Service

Information for patients who have had a stoma formed

This leaflet gives the details of how to contact the Stoma Care Team and details of the Stoma Clinics running in the area, as well as other useful advice.

Who are the Stoma Care Team?

- Michelle Scicluna – Lead Clinical Nurse Specialist
- Lisa Everett – Clinical Nurse Specialist
- Heather Winder – Clinical Nurse Specialist
- Ellen McGrath – Clinical Nurse Specialist
- Denise Hinds – Staff Nurse Stoma Care
- Admin Clerk – Tracy Long

The aim of our service is to provide a responsive, supportive and comprehensive specialist nursing service throughout West Berkshire and South Oxfordshire to all patients who have had a stoma formed.

Stoma Clinics:

All clinics are by appointment only by contacting our department.

- Royal Berkshire Hospital
- West Berkshire Community Hospital
- Townlands Memorial Hospital
- Bracknell Healthspace

If you are unable to attend your clinic appointment or need to amend your appointment, please contact the department

so it can be used for another patient.

Please bring your stoma supplies with you to clinic appointments. If you require hospital transport for your appointment, this can be booked through your GP.

Prescriptions

If your stoma was formed because of a cancer diagnosis or your stoma is permanent, your prescriptions will be free. You will need to request a prescription exemption certificate from your GP. If you pay for your prescription, it is advisable to buy a pre-paid prescription certificate – please ask your GP surgery for a pre-payment certificate application form (FP95).

Prescription options

- **Home Delivery Service:** Several companies offer a delivery service direct to your home. The company will contact your surgery directly for the prescription. Included with your stoma appliances are wipes and disposal bags, and this service is free of charge.
- **Chemists:** You may take your prescription to any chemist. The pharmacist will order your supplies and then arrange for you to collect them. We advise using only one chemist, as they will keep a record of what you require. Some GPs working within health centres will have a pharmacy on the premises.

Discharge home

The time following the formation of your stoma can seem problematic, as there are many new things to learn and to which you need to adjust. We will provide you with 14 days' supply of the stoma products you are using. Obtaining further supplies will be discussed in more detail at your follow-up appointment.

You will be seen in clinic by one of the Stoma Care Team within 14 days of your discharge from hospital. The Stoma Care Team will then review you, by telephone or in a face-to-face clinic, at the following intervals, unless you have a specific problem:

- 6 weeks post-op
- 3 months
- 6 months
- 12 months
- Patient led

My next outpatient appointment with the Stoma Care Team:

Date: _____

Time: _____

Location: _____