

Suggestions and concerns

We strive for excellence when caring for stoma patients and their families. Please talk to your stoma 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 Patient Relations Team on 0118 322 8338 or email talktous@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.

Royal Berkshire NHS Foundation Trust
London Road, Reading RG1 5AN
Telephone 0118 322 5111

For more information about the Trust, visit the website www.royalberkshire.nhs.uk

This document can be made available in other languages and formats upon request.

Stoma Care Nurses, February 2019
Review due: February 2021

The Stoma Service

Information for patients

You have had a stoma formed. This leaflet gives the contact numbers of 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?

- Lisa Jacobs – Clinical Nurse Specialist
- Anita Ryan – Clinical Nurse Specialist
- Michelle Scicluna – Senior Staff Nurse Stoma care
- Heather Winder- Senior Staff Nurse Stoma Care
- Giulia Bolognesi – Staff Nurse Stoma care
- Admin Clerk: Nicole Beni

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 clinic 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 within the practice.

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. You will be provided with 7-14 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 called by one of the stoma team within 7 working days following your discharge from hospital. You will then be seen in clinic at the following intervals unless you have a specific problem:

- 2 weeks
- 1 month
- 3 months
- 6 months
- Annual review

How to contact us:

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

0118 322 7640 /
stoma.nurses@royalberkshire.nhs.uk

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

If your query is not answered, please leave your name, contact details and a brief message and it 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 Accident & Emergency Unit.