

05 April 2023

For the attention of:
Community Pharmacies
Bedfordshire, Luton and Milton Keynes

Bedfordshire, Luton and Milton Keynes
Integrated Care Board
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Dear Community Pharmacy

Changes in issuing stoma product prescriptions to patients who have a stoma and require stoma products in the Bedfordshire, Luton and Milton Keynes area

A new service has been commissioned to oversee all aspects of stoma product prescribing and support for people with a stoma who require stoma products. This service is for people registered with a GP in the Bedfordshire, Luton and Milton Keynes Integrated Care Board area (formerly Bedfordshire, Luton and Milton Keynes CCG).

This means that the GP practices registered in this area will no longer prescribe stoma products*. Instead, items such as stoma bags, base plates, adhesive remover and other associated products including hernia support garments will be prescribed by:

Bedfordshire, Luton and Milton Keynes Stoma Prescription Service
Glacier Buildings
Brunswick Business Park
Harrington Road
LIVERPOOL
L3 4BH

Patients who are registered with a GP in the Bedfordshire, Luton and Milton Keynes Integrated Care Board area, and who are currently being prescribed stoma products, will be introduced to the new service during April, May and June 2023. All patients eligible for the service will receive a letter from Bedfordshire, Luton and Milton Keynes Integrated Care Board which will be followed by a Welcome Call from the new service. All patients should be using the new service by the end of the summer.

Repeat Prescriptions from 1 June 2023

From 1 June 2023, all patients who have a stoma will have their prescriptions issued by the new service. Prescriptions will only be issued to the patient when the service contacts them, or when they contact the service and request one. If the patient comes to you with a query, please direct them to the service on the Freephone number below. If a patient notifies the service that they are happy for their partner, carer, care home, friend, neighbour or advocate to place their order we will accommodate this, but no other third party requests will be accepted.

Retrospective prescribing will not happen. Therefore, if you deliver stoma products to a patient prior to receiving a prescription, reimbursement may be compromised. The service does have a process in place for urgent requests from patients to mitigate any risk of patients running out of their appliances. If a patient requests emergency supplies, they should be advised to contact the service directly or treated in line with your usual processes.

All patients using the Bedfordshire, Luton and Milton Keynes Stoma Prescription Service will inform the service about who dispenses and delivers their products. When a patient chooses to use a Dispensing Appliance Contractor (DAC) to deliver the products on their prescription, the service will send the prescription directly to that DAC within two working days.

We request that, if a patient currently registered with a GP practice in the area contacts your service to ask you to place an order after the transfer date, they are directed to the new service on **Patient Freephone Number 0808 141 0824**. If you would like more information, or receive queries from your patients beforehand, then you can contact the new service's dedicated **Healthcare Professional Freephone number 0808 141 0825** or email prescriptionservice.bhg@nhs.net or visit the website at www.blmkstomaprescriptionservice.nhs.uk.

Thank you for your cooperation,

Aneet Judge

Transformation Programme Manager
Bedfordshire, Luton and Milton Keynes Integrated Care Board

*We anticipate the vast majority of patients will use the service. Because the service is optional, a small minority of patients may choose to remain under the care of their GP. As such, a small number of practices may continue to issue prescriptions for these patients if required.