

Date

Patient Name

ADDRESS 1

ADDRESS 2

ADDRESS 3

TOWN

POSTCODE

Bedfordshire, Luton and Milton Keynes

Integrated Care Board

3<sup>rd</sup> Floor, Arndale House

The Mall

Luton

LU1 2LJ

Tel: 0800 148 8890

Email: [blmkicb.contactus@nhs.net](mailto:blmkicb.contactus@nhs.net)

Website:

[bedfordshirelutonandmiltonkeynes.icb.nhs.uk](http://bedfordshirelutonandmiltonkeynes.icb.nhs.uk)

Dear Patient

### The way you order your stoma product prescriptions is changing

*We are writing to you because our data shows you have recently been prescribed products for the care of a stoma. If you do not have a stoma or no longer have a stoma, please disregard this letter.*

From 1 June 2023 the (Connect) LAMS service will be replaced by the Bedfordshire, Luton and Milton Keynes Stoma Prescription Service. This new service will run in the same way, with a team of specialist stoma nurse prescribers and personal advisors.

**The care you receive from your local hospital stoma nurse will stay the same.**

**The way you receive your prescriptions (either from your local pharmacy or via a Dispensing Appliance Contractor [DAC] / home-delivery company) will also stay the same.**

### Information Session – please come along!

Please come along to this information session to learn about the new service:

17 May 2023	10:00 – 11:30	Hat Factory, 65-67 Bute Street, Luton, LU1 2EY
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Please turn over for more information...

At the information session there will be a short presentation followed by a chance to ask questions. Your local hospital stoma nurse will be there. Tea and coffee will be available and we look forward to seeing you.

If you cannot attend, we will be holding an online Zoom session on 25 May 2023 at 6pm. Alternatively, you can contact Freephone 0808 141 0824 Monday to Friday 9am to 5:30pm and Saturday 9am to 1pm, or email [prescriptionservice.bhg@nhs.net](mailto:prescriptionservice.bhg@nhs.net) or visit [www.blmkstomaprescriptionservice.nhs.uk](http://www.blmkstomaprescriptionservice.nhs.uk) with any questions about the new service.

If you want to let us know you will be coming to the information session, please fill in the registration form at [www.blmkhealthandcarepartnership.org/stoma/](http://www.blmkhealthandcarepartnership.org/stoma/). If you cannot fill in the form, don't worry – **just come along!**

### Why is there a new service?

Until now, a stoma prescription service has only been available in Luton. The new service will cover the whole area of Bedfordshire, Luton and Milton Keynes.

While you can choose to receive a prescription for your stoma products from your GP, the new service is designed to enhance the care you receive. It is staffed by personal advisors and stoma prescribing nurses. The service will be run by Bullen Healthcare, a company which already runs this type of NHS service in other areas.

### What do I need to do?

The NHS will automatically register you onto the new service, so you don't need to do anything at this stage. In June you will receive a welcome call from one of the personal advisors from the new service, to introduce you to the service and explain how it works. This call will happen in plenty of time for you to receive your stoma products and accessories.

If you are due to order your repeat prescription for your stoma products from (Connect) LAMS on or before 31 May 2023 then please continue to do so. Any stoma prescription needs you have after this date will be taken care of by the new service. You should continue to order any other prescription items, such as medicines, from your GP in the usual way.

**We look forward to seeing you at the information session.**

**Aneet Judge**

Transformation Programme Manager, BLMK Integrated Care Board