

Date

Patient Name

ADDRESS 1

ADDRESS 2

ADDRESS 3

TOWN

POSTCODE

Bedfordshire, Luton and Milton Keynes

Integrated Care Board

3rd Floor, Arndale House

The Mall

Luton LU1 2LJ

Tel: 0800 148 8890

Email: blmkicb.contactus@nhs.net

Website:

bedfordshirelutonandmiltonkeynes.icb.nhs.uk

Dear Patient

The way you order your stoma product prescriptions is changing

We are writing to you because your records show that you have been prescribed stoma products in the past. If you no longer have a stoma, please disregard this letter.

This summer we are launching the Bedfordshire, Luton and Milton Keynes stoma prescription service.

This means that from 1st June 2023 your GP practice will no longer issue prescriptions for your stoma products (such as stoma bags, base plates, adhesive remover and other associated additional products, for example barrier spray). Instead, these prescriptions will now be issued by the new service.

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 Sessions – please come along!

Please come along to one of these sessions to learn more about the new service.

16 May 2023	Afternoon	Bedford
17 May 2023	Morning	Luton
17 May 2023	Afternoon	Central Bedfordshire
18 May 2023	Afternoon	Milton Keynes

Please turn over for more information...

Exact venues and times of the information sessions, along with a form to let us know you will be coming, will be available here: www.blmkstomaprescriptionservice.nhs.uk. If you cannot fill in the registration form, please do not worry – **just turn up!**

At the information sessions 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 (details at www.blmkstomaprescriptionservice.nhs.uk) . 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 or visit www.blmkstomaprescriptionservice.nhs.uk with any questions about the new service.

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 continue to receive a prescription for your stoma products from your GP, the new service has been set up to enhance the care you receive when ordering your stoma products. It will be run by a team of specialist stoma nurses and personal advisors. The service will be delivered by Bullen Healthcare, a company which already runs NHS stoma prescription services 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 at the new service and they will 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 your GP 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 one of the information sessions.

Aneet Judge

Transformation Programme Manager, BLMK Integrated Care Board