

Obtaining prescription supplies

On discharge you will probably be given a supply of the products you have been using in hospital. Your stoma care nurse will advise you of the name and contact details of the supply company, along with a list of their products and order codes so that you can obtain future prescriptions. They may give this information directly to your GP.

A prescription needs to be obtained before supplies are sent out.

There are a number of options for arranging repeat prescriptions.

1. The supply company handles everything

You call them when to need to place an order or, very often, they will call you on a monthly basis. They then contact your surgery to get the prescription prior to sending your order to your home address, using unmarked packaging. They often include complimentary wipes and disposal bags and cut your flanges to size. They also offer advice.

2. You get the prescription and the chemist fulfils your order

If you want to use a chemist, then you will need to arrange a prescription with your GP. Repeat prescriptions can usually be handled online and sent to the chemist of your choice. Chemists provide two levels of service. All chemists have to offer essential services, which includes providing you with complimentary wipes, disposal bags, home delivery and advice. If they provide advanced services, they will also cut flanges for you.

3. You get the prescription and send it to the supply company to fulfil

After obtaining a prescription from your GP you can send this directly to the supply company of your choice, using a Freepost envelope they will provide. Your order will be dispatched to your home address, complete with complimentary wipes, disposal bags and flanges cut to size.

4. You ask your GP to send the prescription to the supply company

You can arrange for your GP surgery to send your prescriptions to a supply company. This could be one that they use or one that you specify. Your order will be delivered to your home, along with complimentary wipes, disposal bags and flanges cut to size.

5. Your GP practice is a dispensing practice

If your GP practice is a dispensing practice they will probably prefer to fulfil your order themselves, rather than involve a supply company or other chemist. Your GP will raise a prescription as normal (you may be able to organise this online). The GP will then pass your prescription to the dispensing arm of the practice. Your supplies will then be sent as in point 2 above.

Note: You should allow up to three weeks' delivery time when placing an order with a supply company.

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Type recommended	Wear time	Quantity per month
Ileostomy		
One-piece drainable pouch	Changed every 1-3 days	10-30 pouches a month
Two-piece baseplate	Changed 2-3 times a week	8-12 baseplates a month
Two-piece drainable pouch	Changed every 1-3 days	10-30 pouches a month
Colostomy		
One-piece closed pouch	Changed 1-3 times a day	30-90 pouches a month
Two-piece baseplate	Changed 2-3 times a week	8-12 baseplates a month
Two-piece closed pouch	Changed 1-3 times a day	10-30 pouches a month

Because colostomies have differing amounts of large bowel, their stomas behave differently and the number of changes they need to make each day, varies enormously. At one end of the scale certain colostomates may manage their stoma by using a drainable pouch while at the other end certain colostomates may be able to irrigate. In between there will be a wide variety of one and two piece appliances and accessories used and a wide variety of changes required each day.

Urostomy

One-piece pouch	Changed every 1-3 days	20-30 pouches a month
Two-piece baseplate	Changed 3 times a week	8-12 baseplates a month
Two-piece pouch	Changed every 1-3 days	20-30 pouches a month
Night drainage bag	Changed weekly	4 bags a month

Convex Products should only be used on the recommendation of the Stoma Care Nurse.

Additional Products – barrier cream, skin protector wipes/sprays, powders, adhesive removers, washers and pastes, deodorants, retention strips and support garments may be essential for problem solving with stomal complications or to extend wear time and increase confidence.

The quantities mentioned above are guidelines only. Many patients will require a higher or lower quantity than stated. If there are any prescribing concerns please refer to the patient's Stoma Care Nurse for details or an assessment.

Useful information

Additional products (such as: deodorant, adhesive remover) are a very important part of stoma management. They are an intrinsic part of any prescription. Sometimes, GPs regard them as ‘extras’ and an area where cost savings can be made by excluding them from a prescription. If their inclusion in the order has been approved by a stoma care nurse and the quantity ordered is appropriate, then any patient facing resistance from their GP should refer them to the stoma care nurse.

Emergency/ urgent supplies in an emergency you can get supplies from a supply company or chemist without a prescription, as long as your GP has agreed to provide one within 72 hours. If you can’t get hold of your GP then supply companies might help you out by providing enough supplies to tide you over. In such instances, and where you cannot obtain a retrospective prescription, you would have to bear the cost of these supplies.