

The complicated legal bit...

To keep things simple we have packed all the legal stuff here. It basically tells you;

1. What our job is: What we're legally contracted to do for the NHS
2. Extra services: Things we do because we care!
3. After hours: Who to contact when we're not open
4. Comments & Complaints: If you've got a bright idea or you're not happy with us
5. Your privacy – how we look after your data and protect it. We genuinely take this very seriously.

We're not saying it's less important, it's just that there is so much you need to know and we left this to the end in case you want to make a cup of tea. Please do read and if you have any questions then please get in touch.

1. NHS Services We Provide

NHS Appliance Use Reviews (AURs). We offer NHS Appliance Use Reviews in England and Wales. These are confidential check-ups to ensure you are getting the most out of your appliance, that you are not experiencing any issues and that you are comfortable using them. They are provided by one of our Clinical Nurse Specialists. Please contact us for more details on this service.

Customisation. We are able to customise your orders for stoma appliances to ensure they fit you comfortably. To arrange for your orders to be customised or to request a template guide, please contact our Customer Service Team on 0800 378 846.

Emergency Supplies. We recommend you plan your orders for appliances in advance, but we know that sometimes things can go wrong. In these situations, we may be able to help. Please contact us so we can access your needs and make a request to your prescriber for a minimum emergency supply where necessary.

Our staff aim to provide you with the best possible service. Where necessary in order to protect our staff, we reserve the right to refuse to dispense to individuals who act in a violent, threatening or aggressive manner.

2. Other Services We Provide

Health Advice and Self-Care

At Fittleworth, we want to support you as best we can. Our team of specialist nurses (stoma, continence and urology) are available to offer advice on all aspects of care related to your appliances. We also have a dedicated Clinical Liaison Nurse Team who are available to advise you over the phone

Leaflets

We have a range of information leaflets available, please contact us on 0800 378 846 to request copies or alternatively, you can download them from our website www.fittleworth.com

3. Out of Hours

We are open 8am to 8pm Monday to Friday and 9am to 1pm Saturday.
If we are closed and you require non-urgent healthcare advice or support, please call: NHS 111 or visit www.nhs.uk. Scotland: NHS 24 helpline on 111. Both of the above services are available 24 hours a day, 365 days a year, calls are free from landlines and mobile phones.

4. Comments, Suggestions, Complaints and Compliments

Are you unhappy with the service you have received? Do you have any comments or suggestions for improvements to our service? You can call us on 0800 378 846 and raise these issues or suggestions with our advisors. Alternatively, you can contact our Quality Administrator in writing at our Head Office address.

We have an established complaints procedure in place which meets NHS criteria. If you feel dissatisfied with the way we have handled a complaint, you can raise this with the Health Service Ombudsman:

Visit: www.ombudsman.org.uk

Call: 0345 015 4033

Email: phso.enquiries@ombudsman.org.uk

Write: The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP

You may also seek advice from the local Patient Advice Liaison Service (PALS). Their address will be available from your GP Practice.

Contact details of NHS England:

NHS England, PO Box 16738, Redditch, B97 9PT
england.contactus@nhs.net

5. Using Your Personal Information

For the purposes of data protection, we will use the data you give us to dispense your appliances against an NHS prescription. If we need to discuss your prescription with your GP or nurse, if you have instructed us to collect your prescription from your GP or if we are providing a monthly call reminder, we will use the personal information you have provided. Other than these instances we will not pass on your information to any other third party.

We will use the most appropriate Care Centre in the Fittleworth network to dispense your goods. We will endeavour to dispense from the same Care Centre to provide consistency of service but we may occasionally need to use other Fittleworth Care Centres in our network.

We will hold your details and that of any prescriptions dispensed by us for two years or for any additional period required by NHS Pharmaceutical Regulations in force. We will remove your details from our database at your request, subject to the above requirement. If you have agreed to Fittleworth sending you information about our services, you can opt out at any time, in writing to our Data Protection Officer.

Fittleworth adheres to the Data Protection Act 2018 and the NHS Code on Confidentiality.



fittleworth

Thank you for choosing Fittleworth!

By now you will have received your first order.

There is always a lot of information when you join a home delivery service. We've kept it as simple as possible with 3 important pieces of information.

- 1 How to place your next order
- 2 EPS and how it can help
- 3 Support literature

www.fittleworth.com



Helping to keep you...

**fighting
Fit**
#fittleworthFit

It's **your prescription** and **your choice**

freepost FITTLEWORTH

Contact us now on **FREEPHONE**

UK: **0800 378 846**

Scotland:

0800 783 7148

Lines open Mon to Sat

Electronic Prescription Service

1 How to place your next order

Placing an order is easy.

You can do it in 3 different ways:

- 1) Calling us on our Freephone number
- 2) Email us at caring@fittleworth.com
- 3) Online www.fittleworth.com

We will do the rest!*

Things to Remember:

- Order when you have at least two weeks supply left
- Be mindful of the busy periods, i.e. Christmas, Easter, Bank Holidays
- *Some GPs require their patients to order direct with them. We will contact you to advise if this is the case with your area.

Reminder calls:

If you'd prefer, we can contact you to arrange your next order each month.

www.fittleworth.com

UK: 0800 378 846
Scotland:
0800 783 7148
 Lines open Mon to Sat

2 EPS and how it can help

EPS (England Only)

Surgeries in England are now able to send prescriptions to your chosen Dispenser via the Electronic Prescription Service.

If you would like Fittleworth to receive your prescriptions electronically, please speak to one of our advisors on **0800 378 846**.

Alternatively, you can return the EPS Nomination form in the Reply Envelope included, or to: **freepost FITTLEWORTH**

Why?

This is a much safer way for us to receive your prescription – once we are set as your nominated dispenser, your prescriptions for your appliances will automatically be sent to us.

You can change your nomination at any point – it's your choice!

www.fittleworth.com

3 Support literature

Information Leaflets

We have a wide range of literature available. Tick all relevant boxes:

Stoma

- Living with a Stoma
 - Common Stoma Problems
 - Ostomates Kitchen Recipe Book
 - Ostomates Kitchen Dietary Book
- Download by visiting:
www.fittleworth.com

Laryngectomy

- Head and Neck Catalogue

Fittleworth Lifestyle

- Travel Leaflet and Travel Passport
- World Assist
- Pelvic Floor Exercises

Continence

- Living with an indwelling catheter
- Bladder Retraining
- Fitting a Urinary Sheath

Urology

- Intermittent Self Catheterisation for women
- Intermittent Self Catheterisation for men

Please return this form in the envelope provided to **freepost FITTLEWORTH**

OR visit our Advice Centre:
www.fittleworth.com

www.fittleworth.com