How to contact us

If you have any concerns regarding your stoma, stoma bag, stoma output, peristomal skin or your post-operative recovery, contact the team on:

0118 322 7640 or
email **rbft.stomanurses@nhs.net**
Monday to Friday (excluding bank holidays) between 8am and 4pm.

If your call goes to answerphone, please leave your name, contact details and a brief message, and your query will be dealt with by the next working day.

Out of hours, contact your GP or their out of hours' service.

For emergencies, dial NHS 111, or visit your nearest Walk-in Centre or Emergency Department (A&E).

Suggestions and concerns

We strive for excellence when caring for stoma patients and their families. If you have any concerns regarding your care, please talk to your stoma nurse in the first instance. We will try to resolve any problems as quickly and efficiently as possible.

Alternatively, if you have any comments and you would prefer to speak to someone outside of the Stoma Care Team, contact the Patient Advice and Liaison Service (PALS) on 0118 322 8338 or email PALS@royalberkshire.nhs.uk

We are constantly reviewing and updating the service we offer and are always looking to improve the support and advice we provide. If you have any suggestions, please feel free speak to your stoma care nurse at any time.

To find out more about our Trust visit www.royalberkshire.nhs.uk

Please ask if you need this information in another language or format.

NHS
Royal Berkshire
NHS Foundation Trust

The Stoma Service

Information for patients who have had a stoma formed

This leaflet gives the details of the Stoma Clinics running in the area, how to contact the Stoma Care Team and other useful advice.

Who are the Stoma Care Team?

- Michelle Scicluna – Lead Clinical Nurse Specialist
- Lisa Everett – Clinical Nurse Specialist
- Heather Winder – Clinical Nurse Specialist
- Ellen McGrath – Clinical Nurse Specialist
- Denise Hinds – Clinical Nurse Specialist
- Admin Clerk – Hafsa Khalid

Our service aims to provide a responsive, supportive and comprehensive specialist nursing service throughout West Berkshire and South Oxfordshire to all patients who have had a stoma formed.

Stoma Clinics

All clinics are by appointment only by contacting our department.

- Royal Berkshire Hospital
- West Berkshire Community Hospital
- Townlands Memorial Hospital
- Bracknell HealthSpace

If you are unable to attend or need to amend your clinic appointment, please contact us to let us know so it can be used for another patient.

If you require hospital transport for your appointment, it can be booked via your GP.

How to obtain stoma supplies

- ✓ We will provide you with 14 days' supply of the stoma products you are using.
- ✓ Please bring your stoma supplies to your all of your clinic appointments.
- ✓ We will place your first order for supplies at your first clinic appointment following your discharge home.

You will have the option of obtaining supplies from a chemist or direct from the manufacturer. With your consent, we will set this service up for you and supplies will be delivered to your home address.

Prescriptions

If your stoma was formed because of a cancer diagnosis or your stoma is permanent, your prescriptions will be free. You will need to request a prescription exemption certificate from your GP. If you pay for your prescription, it is advisable to buy a pre-paid prescription certificate – please ask your GP surgery for a pre-payment certificate application form (FP95).

Discharge home

If you have questions or concerns about your stoma or supplies after leaving hospital, we are here to support you and can be contacted by telephone or e-mail.

You will be seen in clinic by one of the Stoma Care Team within 14 days of your discharge from hospital. The Stoma Care Team will then review you by telephone or in a face-to-face clinic at the following intervals, unless you have a specific problem:

- 6 weeks post-op
- 3 months
- 6 months
- 12 months
- Patient-led

My next outpatient appointment with the Stoma Care Team:

Date: _____

Time: _____

Location: _____

_____

_____