

## Appliance Prescription Service Healthcare Professional Information Leaflet



If you require this document in another language, large print, braille or audio version, please contact us on 0800 188 4415 or email [prescriptionservice.bhg@nhs.net](mailto:prescriptionservice.bhg@nhs.net)

# Introduction to the LLR

## Appliance Prescription Service

This leaflet provides information for Health Care Professionals on the Leicester, Leicestershire, and Rutland (LLR) Appliance Prescription Service which has been set up to enhance the care that patients using bladder and bowel related appliances receive.

LLR Appliance Prescription Service is a new NHS service commissioned by Leicester, Leicestershire and Rutland Integrated Care Board involving a team of specialist personal advisors and specialist continence nurses who are non-medical prescribers. The Service will be responsible for the prescribing of bladder and bowel continence appliances instead of GP Practices. The Service does not replace the clinical care and support that patients receive from GPs, hospital urology and continence teams and associated healthcare professionals.

The Service will help to ensure that patients are ordering and using the best products for their needs. It will also mean that proactive patient management can be delivered, working with other local services involved as per agreed local pathways to improve patient care.

The Service will only issue prescriptions for bladder and bowel continence related appliances and accessories that are used in conjunction with these appliances.

Prescriptions for stoma appliances and medicines are not within the scope of the service and will continue to be prescribed by the GP. Patients should continue to obtain incontinence pads through their current supplier, as these will not be issued by the Service.

The service will be accessible to all patients with a GP in the Leicester, Leicestershire and Rutland area during the hours of Monday to Friday 9am to 5:30pm, and Saturday 9am to 1pm.

# Referring patients into the service

## Existing patients

Existing patients will be registered onto the service by their GP practice.

## New patients

All local services will be able to refer new patients directly into the service at the point of care of when they will need prescription issued.

To refer a patient, please access the forms and LLR Formulary on the website:

[llrapplianceprescriptionservice.org/hcpreferrals](http://rapplianceprescriptionservice.org/hcpreferrals)

or you can scan the QR code below which will take you to the resources page.



You will need to provide the following information for us to register a new patient onto the service:

- Patient's personal details (Name, address, contact number, DOB and NHS number)
- Reason for catheterisation
- Relevant medication
- Nominated dispenser – Dispensing Appliance Contractor (DAC) or Pharmacy
- Products the patient requires (Manufacturer, name, size and quantities required).
- If the patient requires accessible information support (e.g. different language (please specify), large print, braille or audio version)

All patients will be contacted by the service within 2 working days of their referral and sent a welcome letter and patient booklet via email.

## Vulnerable Patients

Patients who are unable to have, or do not want, regular contact with the service are able to nominate a representative to order repeat prescriptions and respond to the triage questions on their behalf. Representatives can be either a friend, family member, carer, or neighbour.



## Ordering prescriptions

In order to ensure that patients are ordering the most appropriate products and that any related issues are flagged up early, all patients will be asked some triage questions when they request a prescription.

For patients using bladder continence appliances, these are:

1. Have you seen a healthcare professional about your bladder continence appliance since your last prescription?
2. Do you have latex allergy?
3. Have you needed antibiotic treatment for a urine related infection in the last 4 weeks?
4. Have you had any problems with your appliances?

For patients using bowel continence appliances, these are:

1. Are you still using the rectal irrigation?
2. How often is the irrigation used?
3. Are there any problems encountered in using the irrigation?
4. Are you currently accessing a specialist nurse?

# Issuing prescriptions

The specialist nurses (non-medical prescribers) will review all the information captured during the prescription orders. The appropriate decision will be made based on the patient's responses and the appropriate clinical decision actioned following consultation with local specialists as per the agreed local clinical pathways.

Patients will be encouraged to order prescriptions themselves and given choice on their order method e.g. online/phone ordering.

If they are in need of urgent supplies, please phone the service on 0800 188 4415, and we will arrange for a prescription to be sent to the dispenser of choice straight away.

# Getting prescriptions dispensed

Patients will be asked which dispensing appliance contractor or local pharmacy they would like to dispense their prescription.

Prescriptions will be sent to the patient's dispenser of choice within 2 working days.

## Other prescription items and continence pads

The LLR Appliance Prescription Service can only provide prescriptions for bladder and bowel continence related appliances or accessories. If patients require any other prescription items, for example their regular medication or stoma appliances, they will continue to request these from their GP.

Patients should continue to obtain incontinence pads through their current supplier, as these will not be issued by the service.



## Further information

If you would like any more information on the service or have any questions, you can contact us on the dedicated healthcare professional Freephone 0800 188 4415 or email [Prescriptionservice.bhg@nhs.net](mailto:Prescriptionservice.bhg@nhs.net).

You can also visit our website: [llrapplianceprescriptionservice.org](http://llrapplianceprescriptionservice.org)

Service contact details for patients are listed in the Patient Booklet.

### **Opening Hours**

Monday to Friday 9am to 5:30pm, and Saturday 9am to 1pm. We are closed on Sundays and bank holidays.

### **Compliments and Complaints**

The LLR Appliance Prescription Service is committed to ensuring that we provide the best service for our patients and their families and carers. We have a robust complaints policy in place to ensure that complaints are dealt with quickly and following the appropriate processes.

We recognise that due to the nature of the service we may receive complaints from patients which are outside the remit of the service. Where this is the case, we will work with our NHS partners to ensure the complaint is passed to the appropriate body to respond to.

Please contact us by phone or email to log a complaint using the details above.

# Frequently Asked Questions

How do I refer a patient onto the service?

All referrals should be sent on the service's referral form. The form is available on our website.

Referrals can be made for all new patients who are either discharged from the acute setting, or who move into the area and register with a GP covered by the service.

I'm a GP, can I speak to the service's nurses for advice on a patient?

Yes of course. The LLR Appliance Prescription Service nurse prescribers are happy to offer any advice and support that GPs might need.

You can contact us on the dedicated healthcare professional phoneline on 0800 188 4415 or email us at [prescriptionservice.bhg@nhs.net](mailto:prescriptionservice.bhg@nhs.net) and one of the team will be in contact.

If you would like any more information on the service or have any questions you can contact us on Freephone 0800 188 4415 Monday to Friday 9am to 5:30pm, and Saturday 9am to 1pm (excluding bank holidays).

You can also email us at [prescriptionservice.bhg@nhs.net](mailto:prescriptionservice.bhg@nhs.net)

Alternatively, you can write to us at:

LLR Appliance Prescription Service  
Glacier Buildings  
Brunswick Business Park  
Harrington Road  
Liverpool  
L3 4BH

This service is commissioned by Leicester, Leicestershire and Rutland  
Integrated Care Board.

Leicester, Leicestershire and Rutland Appliance Prescription Service  
Glacier Buildings, Brunswick Business Park, Harrington Road, Liverpool L3 4BH  
Telephone: 0800 188 4415 Email: [prescriptionservice.bhg@nhs.net](mailto:prescriptionservice.bhg@nhs.net)

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