

**NHS Grampian Guidance For Prescribing and Dispensing
Stoma Appliances In Primary Care**

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Executive Sign-Off

**This document has been endorsed by the Director of Pharmacy and Medicines
Management**

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Area: Line Managers
Hospital/Interface services: Assistant General Managers and Group Clinical Directors
Operational Management Unit: Unit Operational Managers

Policy statement: It is the responsibility of all staff to ensure that they are working to the most up to date and relevant policies, protocols procedures.

Review: This policy will be reviewed in three years or sooner if current treatment recommendations change.

Responsibilities for review of this document: Effie Jamieson (Colorectal/Stoma Clinical Nurse Specialist), Alison Smith (Medicines Management Pharmacist)

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Sept 2017		Minor change to title of document.	Title page (and throughout)
		Addition of text recommending that right hand side of scripts not sent to appliance contractors.	Page 4, 3.4
Sept 2017		Addition of CSCNS contact email address.	Page 2, Section 2
Sept 2017		Minor re-wording/reformatting of text to ensure clarity.	Throughout
May 2021		Minor change to title of document. Update of CSCNS contact details Reformatting of document sections and removal of duplication of information. Addition of information pertaining to appropriate management of request for new/different stoma appliances.	Title page Page 2 Throughout

* Changes marked should detail the section(s) of the document that have been amended, i.e. page number and section heading.

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NHS Grampian Guidance For Prescribing and Dispensing Stoma Appliances In Primary Care

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(Urgent queries only)

1. Aim

This guidance document aims to provide information on appropriate stoma appliance ordering, prescribing and dispensing to ensure the delivery of timely and clinically appropriate stoma care. Given the individuality of stoma care this document aims to ensure primary care prescribers and community pharmacy contractors have the necessary information to support stoma patients while ensuring clinical appropriateness and compliance with NHS Grampian prescribing guidance.

2. Background

In 2019 the publication of [National Stoma Quality Improvement Short Life Working Group \(SLWG\) Final Report](#) emphasised several important points with regard to the prescribing and dispensing of stoma appliances. As well as highlighting the increasing trend of stoma appliance expenditure across NHS Scotland the reports bring focus to the need for ensuring that stoma appliance prescribing ensures the best patient outcomes while managing financials.

3. Ordering Prescriptions For Stoma Appliances

- Patients and carers (including care home staff) should refer to the [Appendix 2](#) to understand how to order their stoma appliances.
- Any requests from a patient/carer for products not included on the patients repeat slip should be queried with the CSCNS team via [email](#).
- Dispensing appliance contractors should **only** request prescriptions from a GP practice after receiving a request from the patient. Patients must place requests for ongoing requirements – this cannot be automated by third party contractors. The use of (and appropriate quantities of) stoma appliances will be advised on an individual patient need basis by the CSCNS.
- **Prescribers should not authorise in excess of two months' supply at any one time (see [Appendix 1](#) for details of appropriate quantities).** However it should be recognised that, on occasion, patients may require larger quantities than normal as advised by CSCNS, e.g. new stoma or recent changes to stoma.

4. Issuing Prescriptions For Stoma Appliances

- To prevent waste, prescriptions should be checked to ensure that quantities requested are appropriate to the needs of the patient and not excessive. A guide to quantities can be found in [Appendix 1](#).
- Prescriptions for stoma appliances should be issued on separate prescription forms to other items requested by a patient, i.e. medication. This will avoid problems if the patient chooses to use a dispensing appliance contractor for their stoma appliances and a community pharmacy for their medication.
- If the patient chooses to use a dispensing appliance contractor, care must be taken not to send the right hand side of any prescriptions to the appliance contractor (as they contain confidential patient information, i.e. list of other repeat medicines).
- In the event of a replacement prescription being requested by a stoma appliance supplier, thorough checks should be undertaken to ensure the lost prescription has not been issued and that it is cancelled prior to a new prescription being issued. This should be documented in the patient's notes.

5. Request For Stoma Appliances Or Products Not Included On Patient Repeat Slip

- [Appendix 1](#) provides a summary of stoma appliances which are allowable for prescribing within NHS Grampian.
- Requests by patient/carers or appliance contractors for additional stoma appliances which are not on the repeat list should be checked with CSCNS (via [email](#)) to ensure that the product is both necessary and appropriate.
- Dispensing appliance contractors may offer patients free samples of stoma appliances (e.g. deodorants, wipes, creams). If the patient perceives these products to be required they should discuss their requirements with a CSCNS prior to requesting a prescription.
- Prescribers should not deviate from CSCNS recommendations without checking suitability of any new products for individual patients.

6. Changes To Existing Patients With Prescriptions For Stoma Appliances

- GP practices should not add or change stoma appliances on the patients order/repeat slip without prior consultation with the CSCNS.
- Following a review with a CSCNS, any changes made to a patient's stoma appliances will be notified to the patient's GP practice via email or clinical note to ensure a timely update of patients repeat order slip.
- Any patient or dispensing contractor requesting changes or addition of products should be referred to the CSCNS email to ensure clinically appropriate.

7. When To Refer Patients With Stoma Appliances To CSCNS

- If patients are identified as routinely over ordering and there are concerns other than simply 'stockpiling' (e.g. clinical concerns, overuse of appliances, request for products not on repeat list), it would be appropriate to refer the patient to a CSCNS for review.
- Any referrals should be sent via the CSCNS [email](#) address.

8. New Patients With Prescriptions For Stoma Appliances

- All newly discharged stoma patients will be supplied with a minimum of 7 days supply of stoma appliances from hospital stock.
- All newly discharged stoma patients will be provided with an 'ostomy appliance record' which will be sent via email from CSCNS team to the patients GP practice.
- Patients will be made aware that:
 - They have the choice of having their stoma appliances prescriptions supplied from either a local community pharmacy contractor or a dispensing appliance contractor (or a dispensing doctor practice, if applicable).
 - They should discuss the usual turnaround time for prescriptions with their chosen supplier to allow ample time for ordering repeat supplies (this may differ depending on choice of dispensing contractor).
- The CSCNS will provide the patient's GP practice with a list of products being used. Practices should use the list provided by CSCNS to update the patient's repeat prescription list and provide the patient with a copy of the items that can be ordered on repeat prescription. Information provided will include:
 - Name and type of product
 - Manufacturer
 - Product code/product order number
 - Pack size
 - Suggested quantity required each month (please note that this may alter as the stoma becomes established).
- When issuing prescriptions, the product code can be entered under "Drug Name". This helps to ensure that the correct product is selected. On VISION, "#" should be entered before the code number. If no quantity is stated on the prescription request, please refer to [Appendix 1](#) for suggested quantities.
- For new stoma patients practices should be aware that products are subject to change as the patient's stoma 'stabilises'. Prescribed quantities should be altered to reflect this and minimise waste. Consider setting up patient file recall to review prescribing quantities after stoma has settled.
- There may be some occasions when a patient who is newly discharged from hospital will require products quickly and may need frequent product . The CSCSN will liaise with GP practice regarding these patients until the stoma stabilises. The CSCNS may arrange to (temporarily) supply products to the patient from (hospital) ward stock. After these initial supplies, prescriptions should then be issued via the normal GP practice process. All updates/changes will be communicated via email.

9. Dispensing Prescriptions For Stoma Appliances (By Community Pharmacy Contractor)

- Stoma appliances should not be supplied before the pharmacy contractor is in receipt of a valid prescription.
- In exceptional circumstances, a contractor may dispense urgent supplies of stoma appliances before receiving a prescription at the request of a prescriber or CSCNS (with the prior permission of the prescriber). In such circumstances the prescriber must undertake to provide a prescription to the contractor within 72 hours.

- Alternatively, in urgent situations when the prescriber is unavailable, the community pharmacy contractor may supply stoma appliances under the National [Unscheduled Care](#) Patient Group Direction.
- Due to the individuality of stoma appliances it is imperative that every effort is made to ensure patients maintain an adequate supply of all stoma appliances. Where a community pharmacy contractor is unable to source a prescribed product before the patients supply runs out (and have confirmed with the product supplier that there is a true out of stock situation, i.e. phone the manufacturer to confirm) they should contact the CSCNS, who will offer a temporary alternative. Community Pharmacy contractors should **not** recommend an alternative without consultation with CSCNS.
- Community pharmacists should not request additional or different stoma appliances on the patient's behalf. Any request should be referred back to CSCNS to ensure clinical appropriateness.

Consultation Group

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Distribution List

GP Practices
 Primary Care Pharmacy Teams
 Community Pharmacies
 Community Nursing Teams
 Care Homes

References

[STOMA-report-2020-Final.pdf \(emap.com\)](#)

Appendix 1 - Stoma Appliance Prescribing And Quantity Guidance

The recommended quantities stated below are those considered reasonable for a one month supply. If a patient's stoma is stable, then a two-month supply may be prescribed.

Pouches

One Piece Closed Pouches

- Most products come in boxes of 30 pouches.
- Most require to be changed up to three times daily.
- 30 pouches should last 10 to 15 days.
- Reasonable order quantity: 30 - 90 pouches.

One Piece Drainable Pouch

- Includes urostomy pouches.
- These bags can be changed every 2 to 3 days or daily, if preferred.
- Most come in boxes of 30.
- Reasonable order quantity: Up to 30 bags.

Two Piece Closed Systems (involving a base plate and pouch)

- Most two piece closed systems require separate orders for base plates (also known as flanges or wafers) and pouches.
- Most base plates come in boxes of 5 or 10 and each base plate is usually left in place for a period of 2 to 4 days.
- The pouches are usually in boxes of 30 and can be changed up to 2 to 3 times per day.
- Reasonable order quantity: Up to 15 base plates and 90 pouches.

Two Piece Drainable System (involving a base plate and bag)

- Most two piece drainable systems require separate orders for base plates (also known as flanges or wafers) and drainable bags.
- Includes urostomy pouches.
- Most base plates come in boxes of 5 or 10.
- Each base plate is usually left in place for a period of 2 to 4 days.
- Drainable bags are usually supplied in boxes of 10 and changed every 2 to 3 days, or daily if preferred.
- Reasonable order quantity: Up to 15 base plates or up to 30 drainable pouches.

Night Bags

- These are for both one and two piece urostomy systems.
- These are usually changed daily.
- Most are supplied in boxes of 10.
- Reasonable order quantity: Up to 30 bags.

Accessories

General Notes

- The use of (and appropriate quantities of) accessories **will be advised on an individual patient need basis by the CSCNS.**
- In general, accessories such as wipes and deodorants should not be provided. All pouches should be delivered with **wipes and disposal bags** by the supplier as a matter of course and these items do not need to be ordered separately.

Items highlighted in the boxes below are the stoma appliances that are most commonly inappropriately requested or prescribed.

Extra care should be taken when dealing with requests for these items.

Adhesives (Discs/Washers, Pastes, Sprays or Solutions)

- These products should only be used following advice from CSCNS.

Adhesive Removers

- Adhesive removers are available as sprays, liquids and wipes.
- There may be a role for these products to prevent skin damage when an appliance sticks firmly to the skin.
- Usual first choice products would be Appeel®.

Bag Closures

- Used on older drainable pouches, to seal the end of the pouch, but are being replaced by integral fastenings.
- There are two types; plastic clips and wire ties.
- Plastic clips are usually cleaned and re-used whereas wire ties are disposable.
- Some drainable pouches include closures in the box so do not require to be ordered separately – please check appropriate literature.

Bag Covers

- Help reduce bag irritation and discomfort resulting from the feel of the bag on the skin and also bag noise.
- With many newer products being opaque the requirement for bag covers is reducing but may still be necessary for some patients.
- Pouch covers are washable.
- A wide range of bag covers are available to purchase online.

Belts

- Ostomy/stoma belts are used to secure the stoma product to the skin.
- The advice of a CSCNS **must** be sought regarding their use as not all stoma products can have a belt fitted to them.

Deodorants (sprays and sachets)

- If a deodorant is required, patients should be advised to purchase an ordinary personal deodorant/household air freshener, as appropriate.

Filters/Bridges

- Removable filters are becoming obsolete but are still used with some older products.
- All new pouches have built-in filters that allow the dispersal of flatus from the pouch via a charcoal pad, which absorbs any odour.
- Drainable bags can also have filters that can be fitted by the patient.
- There is a very limited role for bridges and there may be difficulties in obtaining supplies of them.

Irrigation/Wash-out Appliances

- Irrigation is only suitable for patients with an end colostomy and should only be undertaken on the advice of a CSCNS.

Protective Shields

- These can be useful for patients, e.g. work offshore, play contact sports, etc. A belt would also be required.
- Patients currently receiving prescriptions for these products may require review by a CSCNS.

Skin Protectives/Barrier products

- Some products should only be used a maximum of **twice** a week and discontinued when the skin has healed. They can cause skin sensitisation and overuse can also lead to the stoma bag being unable to adhere to the skin.
- If these products are requested repeatedly then the patient should be reviewed by the CSCNS.

Stoma Caps/Dressings

- Used to cover the stoma but have no actual capacity.
- There are also products available for patients with a urostomy and these have limited capacity.
- They can be used on a colostomy during the day when the stoma is “quiet” or “inactive”.
- Patients who irrigate their stoma often find these useful.
- They should not be used with an ileostomy due to the high activity of this type of stoma.
- Up to 30 caps a month would be a reasonable quantity to order.

Underwear

- **There is no good, peer reviewed evidence to support the use of stoma specific underwear** and therefore such underwear is a significant avoidable expense for NHS Grampian. As such, these products should only be used following advice from CSCNS.

Appendix 2 - Stoma Appliance Ordering – Patient Information Leaflet

The following information is intended to support patients and carers in the management of their stoma appliance prescriptions. Any queries regarding your stoma appliance should in the first instance be directed to your Stoma Nurse (gram.stomanurse@nhs.scot)

You and your stoma appliances:

- For newly discharged stoma patients your stoma nurse will make your GP aware of all your stoma appliance requirements via email.
- You/your carer have the right to decide where your stoma appliances are dispensed. This can be from a nominated community pharmacy, dispensing doctor (where available) or from a third party supplier (commonly known as a dispensing appliance contractor).
- Only stoma appliances included on your order list/repeat slip can be requested.
- Prescriptions for stoma appliances should be requested from your GP practice a minimum of ten days in advance of products being required to ensure ample time for prescription to be sent to pharmacy/dispensing contractor. It is advised that you/your carer discuss the usual turnaround time for prescriptions with your chosen supplier to allow ample time for ordering repeat supplies.
- Whilst it is important for you to have an adequate stock of stoma appliances and be able to order more when needed, it is important to make sure that you don't order extra supplies 'just in case' you might need them. You should not order in excess of two months' supply at any one time.
- Any changes to your stoma appliance requirements will be sent to your GP from your stoma nurse team.
- Any requests for stoma appliances not included on your order list/repeat slip will not be authorised by your GP without consultation with the stoma team via email. Any decision to supply additional/different products will be made dependant on actual clinical need.
- Some stoma appliances are not recommended for prescribing by NHS Grampian, e.g. stoma underwear, stoma deodorants. Any requests for these appliances will be declined.
- Some companies may offer you 'free samples' of new products. If you think that you need these products you should discuss this with your stoma nurse before using these or requesting a prescription from your GP practice.