

NHS Rotherham Prescribing Stoma Service

Company Name	Fittleworth Medical Ltd
Company Location	Barnsley
Company Description (200 words max)	<p>Fittleworth is one of the UK's leading home delivery companies for Stoma, Continence and Wound Care products.</p> <p>Our success has been built on understanding the importance of each and every delivery. We appreciate that our customers have individual needs and make every effort to make life easier for you. This is reflected throughout the whole business – from our customer service team, our care centre staff and nurses, to our fleet of local delivery drivers who all understand the importance of treating our customers as individuals.</p> <p>Our aim is to provide you with a discreet, reliable and quality service tailored to meet all of your requirements. We are not tied to any manufacturer, so no matter which product you use, if it's available on prescription, we can supply it. Being impartial allows customers and nurses to select the most suitable products for their needs.</p>

List of consumables provided with orders	Dry wipes with every order	Wash bag - on request
	Disposal bags with every order	Scissors - on request
		Wet wipes - on request
		Hand sanitiser - on request
		Radar key – on request
		Mirror – on request
		Customisation of pouches on request
		Washable bed pad at Clinical Nurse Specialist request

Is there a company nurse available to visit Rotherham patients in their own homes?

Yes ☒ No ☐

Do the company delivery vans display the company name?

Yes ☐ No ☒

Does the outside packaging display the company name?

Yes ☐ No ☒

Does the packaging in any way identify the contents?

Yes ☐ No ☒

Is the packaging weatherproof?

Yes ☒ No ☐

Do you deliver to Rotherham every day, Monday to Friday?

Yes ☒ No ☐

Do you offer Saturday delivery?

Yes ☒ No ☐

Can patients request a morning/afternoon delivery?

Yes ☐ No ☒

Are patients notified when the delivery is to be made?

Yes ☐ No ☒

If Yes, how?

Delivery will be made within 48 hours of receipt of prescription.

Any delays will be notified to client by a phone call

Are all drivers CRB checked?

Yes ☒ No ☐

If requested, can drivers enter the patient's house and place the delivery in an agreed storage point (e.g. cupboard, spare room)?

Yes ☒ No ☐

Explain what happens if the patient is not at home when the delivery is made

If patients have provided "If Out" instructions, our driver will leave the deliver as per instructions. If not a further attempt to deliver will be made the same day, if this is not successful the delivery will be made the following day. Delivery cards are posted at each delivery attempt.