

## NHS Rotherham Prescribing Stoma Service

Company Name	Wilkinson Healthcare
Company Location	Unit 9 Glaisdale Business centre, Glaisdale Parkway, Bilborough, Nottingham, NG8 4GA
Company Description (200 words max)	<p>Wilkinson Healthcare is a leading supplier of stoma , continence and wound care equipment and has over 50 years' experience in supplying medical appliances. Your freedom of choice is important to us, that is why as an independent company we stock and supply all leading manufacturer's products.</p> <p>As a Dispensing Appliance Contractor (DAC) we are registered by the NHS to dispense appliances and medical devices on receipt of your prescription. We are fully engaged to receive your prescription electronically with your successful nomination.</p> <p>We offer a discreet delivery in plain boxes and your order will be delivered directly to your home (or requested destination) in an unadorned vehicle.</p> <p>We have an onsite customisation team that use the latest technology to enable to them to precisely customise your pouches and flanges to your required template specification.</p> <p>Our nurse supported customer care team are qualified to deal with any query you have and will provide support over the phone. Alternatively you can contact any of our 8 dedicated specialist nurses for advice.</p> <p>Wilkinson Healthcare believes that accurate, timely and relevant information is essential to deliver a reliable and trustworthy dispensing service. Our care centre team aim to provide you with a high quality service leaving you free to relax, knowing that you'll always have the supplies and support you need.</p>

**The below items are complimentary, which are provided in all parcels when a prescription is submitted. If you require extra, we can put notes on your account.**

Dry Wipes- Hygienic absorbent dry wipes (pack size of 30)	Disposable bags-Hygienic close tie bags for disposing of used stoma or continence supplies.
Wet Wipes- Alcohol and Fragrance free cleansing wipes.	

**The below supplies are available on the initial order (however we can send replacements out if the original get damaged)**

Blue Ward Bag- For storing an emergency supply in, in case of an urgent visit to the hospital.	Black Travel Bag- Available for patient who require to store supplies discreetly while traveling.
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Wash bag- For discreet storage of appliances in the bathroom/ handbag.	Mini ISC bag- Ideal for discreteness while carrying compact catheters.
Bed stand-Free bed stand with the referral order to all patients requiring a night bag.	

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

Yes ☒ No ☐ **We have 4 specialised stoma nurses and 4 continence nurses.**

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 ☒ **However our own drivers do carry bags to insert the box into if required in abnormal weather conditions.**

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

Yes ☒ No ☐

Do you offer Saturday delivery? **(In an absolute emergency)**

Yes ☒ No ☐

Can patients request a morning/afternoon delivery?

Yes ☒ No ☐ **We are able to pass any requests to our own driver and the driver will do all he can to adhere to timed requests.**

Are patients notified when the delivery is to be made?

Yes ☒ & No ☒

If Yes, how?

We can call all patients to discuss a preferred time of delivery if requested to do so. However through Rotherham Prescription Service we are unable to offer this due to not having the telephone numbers given to us due to data protection. If you would like to pass on your number we are more than happy to call you to arrange delivery.

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 ☒ (Our drivers do not cross the threshold)

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

Drivers will call our dedicated care centre team for advice on which action to take or they will leave in the safe place as previously requested by the patient.