

## NHS Rotherham Prescribing Stoma Service

Company Name	Salts Healthcare Ltd t/a <b>Salts Medilink</b>
Company Location	91 School Lane. Didsbury. Manchester M20 6HQ
Company Description (200 words Max)	<p>Salts Medilink is a Dispensing Appliance Contractor providing dispensing services of all stoma and associated products on receipt of and as prescribed on NHS prescription.</p> <p>Patients in the Rotherham area are supported by a highly trained dispensing team based in Didsbury, South Manchester. The Medilink Dispensing Service is discrete and confidential and in addition to home delivery provides customisation services whereby stoma products are tailored to the specific requirements of the patient; a clinical service is available on request through a team of Clinical Nurse Specialists in Stoma Care.</p> <p>Salts Medilink pride themselves on their personalised, patient-centred caring service - delivered by individuals for individuals.</p> <p>Freephone 0800 626 388.</p>

List of consumables  
Provided with orders

Disposal bags	Curved scissors (Left or Right handed)
Dry wipes	Vanity bags (various designs)
Wet wipes	Mattress protective covers
Radar key	
Bed pads	
Hand sanitiser	

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?

Patients have a choice of how notification of a forthcoming delivery can be made – SMS text message to mobile device, e-mail or telephone call. Please note that prior consent to communicate via text and/or email is required from the patient.

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

Patients can elect to have their delivery left in a safe place which the nominate and details are held of this information. If no 'if out' details are held then the delivery driver will put a card through the letterbox to advise that an attempt was made. The dispensing team are then notified so that they can make contact with the patient about future delivery.