



Living with a **Spinal Cord Injury**



www.fittleworth.com

Opening Hours:

8 am to 8 pm Monday to Friday
9 am to 1 pm Saturday

National: 0800 378 846

Scotland: 0800 783 7148

The spinal cord

The spinal cord together with the brain, controls our movement, behaviour and bodily functions. Although the spinal cord is protected by bones and cushioned by cerebral spinal fluid, an injury to the spinal cord can result in loss of sensation and movement impairment, sometimes leading to bladder or bowel problems.

Living with a spinal cord injury

A spinal cord injury can happen to anyone at any time, through accident or from illness. Coming to terms with a spinal cord injury can be a challenge both physically and emotionally, and may mean changes in your life, but your lifestyle can be as full and varied as you want it to be.

How we can help

Established since 1984, we are a leading home delivery company for stoma, continence and wound care medical appliances. Whatever your needs, we will deliver your goods reliably, discreetly and without fuss.

We understand the importance of each and every delivery, and as an independent home delivery company, we are able to provide you with an unbiased service for medical appliances. Whatever product your healthcare professional prescribes, we can supply it from one of our 38 Care Centres throughout the UK.

Professional help and advice

If you would like to ask one of our Clinical Liaison Nurses for non-urgent medical advice, please send an email to: caring@fittleworth.com for the attention of the 'Clinical Liaison Nurse' in the subject header box.



Helpful Staff

Our staff are fully trained to take your order quickly and politely.

They can answer your questions and ease any concerns you may have and are backed by dedicated Fittleworth nurses.

We are here to help you, whatever the reason to call, six days a week.

We promise to:

- Supply all stoma, continence and wound care products
- Personally deliver - even to a temporary or UK holiday address*
- Offer friendly help and advice
- Customise products to suit you
- Provide complimentary wipes and bags with every delivery

*Terms & Conditions apply, please contact us for details.

We will not amend, substitute or add anything to your prescription unless prior approval has been received from your prescriber/clinician.

We have a range of helpful literature on stoma and continence issues, dietary advice, catheterisation and travel tips.

If you would like any of these leaflets, please call us on 0800 378 846 or visit our website www.fittleworth.com.

Fittleworth delivers the care you need - when and where you need it

How to contact us

You can order through Fittleworth in 4 ways, all of which are very simple and all of which are free.

By post

Send your prescription in the envelope provided or post to; Fittleworth, Freepost, Hawthorn Road, Littlehampton, West Sussex BN17 7LT.

On our Freephone number

For England and Wales Customer Service team call: **0800 378 846**.

In Scotland we have a designated Customer Service team call: **0800 783 7148**.

Order call reminder

We can arrange to contact you on a pre-arranged date to check your stock levels, and where necessary place an order in line with your requirements.

Online

www.fittleworth.com

In many cases we can contact your GP and arrange to collect the prescription on your behalf. Alternatively, we accept electronic prescriptions, ask your GP or contact our Customer Service team for further information.

- Re-order when you open the last box of medical appliances so that you do not run out.
- Be mindful of the busy periods i.e. Bank Holidays, Christmas and Easter by ordering early.
- Set up a regular order for a basic quantity of medical appliances.



WORLD ASSIST ALLIANCE

Fittleworth is the exclusive UK member of the World Assist Alliance; a network dedicated to helping stoma and continence customers with **emergency goods** when abroad on holiday or business.

World Assist Alliance Network Coverage

To find out which countries are part of the World Assist Alliance network, please call our Customer Service team on 01903 731244.

How World Assist Alliance Works

Simply call your normal Fittleworth contact number with your details and we will do the rest.

Terms and Conditions apply, please see our leaflet for full information, or contact our Customer Services team on **0800 378 846**.



POST...

Fittleworth
FREEPOST
Hawthorn Road
Littlehampton
West Sussex
BN17 7LT



PHONE...

Freephone National:
0800 378 846

Freephone Scotland:
0800 783 7148



ONLINE...

www.fittleworth.com



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