



# Welcome to Fittleworth

Prescription Dispensing Service



**Opening Hours:**

8 am to 8 pm Monday to Friday

9 am to 1 pm Saturday

**National: 0800 378 846**

**Scotland: 0800 783 7148**

Providing NHS Services



# Welcome

Thank you for choosing Fittleworth as your Dispensing Appliance Contractor.

We have been dispensing NHS prescriptions for medical appliances since 1984, working closely with specialist nurses and GPs to make sure you receive the most appropriate products for your needs. Our Customer Service Team are fully trained to take your order and they are able to answer your questions and ease any concerns you may have. Our network of Care Centres ensures we keep a comprehensive stock so we can fulfil your prescriptions promptly and deliver your goods directly to you.

## Five simple ways to order your goods

### Getting your medical appliances the quick and easy way.

#### By Post:

Please use the envelopes provided or send your prescriptions to:

**National:** Fittleworth Freepost, 2 Henry Lock Way, Littlehampton BN17 7FB

**Scotland:** Fittleworth Freepost, 45 Moffat Street, Glasgow G5 0PD

#### On our Freephone number:

National: Please call **0800 378 846**.

Scotland: Please call **0800 783 7148**.

#### Electronic Prescription Service:

Ask your GP for an electronic prescription or contact our Customer Service Team.

#### Online and Email:

**[www.fittleworth.com](http://www.fittleworth.com)** or email: **[caring@fittleworth.com](mailto:caring@fittleworth.com)**

#### 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.



## Information about our NHS Dispensing Service

### Prescription Charges

If you live outside of England there are no prescription charges.

In England certain medical conditions may qualify you for free NHS prescriptions. You will need to hold a valid medical exemption certificate. Speak to your GP to see if you qualify or visit: [www.nhsbsa.nhs.uk/exemption-certificates/medical-exemption-certificates](http://www.nhsbsa.nhs.uk/exemption-certificates/medical-exemption-certificates). Alternatively, you can purchase a pre-paid prescription charge card which will save you money. **Please forward your completed FP57 to Fittleworth.**

### Repeat Dispensing

We can dispense NHS repeat prescriptions issued by your GP. Please ask for more information about this service.

### NHS Electronic Prescription Service (England)

Your GP can send your prescription electronically to us at Fittleworth or to any dispenser of your choice.

The benefits of using EPS are:

- You do not need to visit your GP practice to collect your prescription
- Your GP will send it electronically to us saving you time
- Your goods will be prepared ready to dispatch upon receipt of your prescription
- You will get your goods sooner, as we won't have to wait for your prescription to arrive in the post

Please contact our Customer Service Team on **0800 378 846** for further information.



## Prescription Collection Service

If you prefer to have your prescription in paper format, we offer a prescription collection service from most GP surgeries. Please contact us on **0800 378 846** if you would like to take advantage of this service.

## NHS Services We Provide

### NHS Appliance Use Reviews (AURs)

We offer NHS Appliance Use Reviews in England and Wales. These are confidential check-ups to ensure you are getting the most out of your appliance, that you are not experiencing any issues and that you are comfortable using them. They are provided by one of our Clinical Nurse Specialists. Please contact us for more details on this service.

### Customisation

We are able to customise your orders for stoma appliances to ensure they fit you comfortably. To arrange for your orders to be customised or to request a template guide, please contact our Customer Service Team on **0800 378 846**.

## Other Services We Provide

### Health Advice and Self-Care

At Fittleworth, we want to support you as best we can. Our team of specialist nurses (stoma, continence and urology) are available to offer advice on all aspects of care related to your appliances. We also have a dedicated Clinical Liaison Nurse Team who are available to advise you over the phone.

### Leaflets

We have a range of information leaflets available, please contact us on **0800 378 846** to request copies or alternatively, you can download them from our website [www.fittleworth.com](http://www.fittleworth.com).

### Emergency Supplies

We recommend you plan your orders for appliances in advance, but we know that sometimes things can go wrong. In these situations, we may be able to help. Please contact us so we can assess your needs and make arrangements for a minimum emergency supply where necessary.

## Using Your Personal Information

For the purposes of data protection, we will use the data you give us to dispense your appliances against an NHS prescription. If we need to discuss your prescription with your GP or nurse, if you have instructed us to collect your prescription from your GP or if we are providing a monthly call reminder, we will use the personal information you have provided. Other than these instances we will not pass on your information to any other third party.

We will use the most appropriate Care Centre in the Fittleworth network to dispense your goods. We will endeavour to dispense from the same Care Centre to provide consistency of service but we may occasionally need to use other Fittleworth Care Centres in our network.

We will hold your details and that of any prescriptions dispensed by us for two years or for any additional period required by NHS Pharmaceutical regulations in force. We will remove your details from our database at your request, subject to the above requirement. If you have agreed to Fittleworth sending you information about our services, you can opt out at any time, in writing to our Data Protect Officer.

Fittleworth adheres to the General Data Protection Regulations and the NHS Code on Confidentiality.



Our staff aim to provide you with the best possible service. Where necessary in order to protect our staff, we reserve the right to refuse to dispense to individuals who act in a violent, threatening or aggressive manner.

## Your orders

We want to ensure we supply the appliances you need, nothing more, nothing less. If you feel you have plenty of appliances, please tell us or your GP so that your next prescription can be adjusted accordingly.

Once received, you should store your appliances in line with manufacturer guidelines, in a cool, dry place away from direct sources of heat. Please contact us on **0800 378 846** if you have any questions about the safe storage of your appliances.

If you have any unwanted or unused appliances, please contact your specialist nurse to see if they have any use for them. Alternatively, you can contact charities such as Jacobs Well (<http://jacobswellappeal.org/ostomy-supplies/>).

## Comments, Suggestions, Complaints and Compliments

Are you unhappy with the service you have received? Do you have any comments or suggestions for improvements to our service? You can call us on **0800 378 846** and raise these issues or suggestions with our advisors. Alternatively, you can contact our Quality Administrator in writing at our Head Office address.

We have an established complaints procedure in place which meets NHS criteria. If you feel dissatisfied with the way we have handled a complaint, you can raise this with the Health Service Ombudsman:

**Visit:** [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Call: 0345 015 4033

**Text:** 'call-back' with your name and mobile number to 07624 813 005

**Email:** [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

**Write:** The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP

You may also seek advice from the local Patient Advice Liaison Service (PALS). Their address will be available from your GP Practice.

## Out of Hours

### England:

We are open 8am to 8pm Monday to Friday and 9am to 1pm Saturday. If we are closed and you require non-urgent healthcare advice or support, please call:

**NHS 111** or visit [www.nhs.uk](http://www.nhs.uk).

### Scotland:

**NHS 24 helpline on 111.**

Both of the above services are available 24 hours a day, 365 days a year, calls are free from landlines and mobile phones.

If you wish to place an order, you can order online at [www.fittleworth.com/ordering](http://www.fittleworth.com/ordering). Alternatively, you can email your order to us at [caring@fittleworth.com](mailto:caring@fittleworth.com).

## The Care Quality Commission

Care Quality Commission (CQC) is an important part of England's care system.

As the independent regulator of health and adult social care, its role is to ensure that those providing activities comply with regulations.

The Care Quality Commission protects your rights when you use our nursing services. CQC has developed a guidance document called "Essential Standards of Quality and Safety", which sets out the "Outcomes" that people using services can expect if providers are complying with regulations. More information about CQC can be found at

[www.cqc.org.uk/public/about-us](http://www.cqc.org.uk/public/about-us).

## What Does this Mean?

We have registered our Nursing service with the CQC. Our manager is our National Nurse Manager.

In order to comply with regulations, our service is structured around the "Essential Standards of Quality and Safety" and the "Outcomes" to ensure that people using our service can expect to have the quality and safe care everyone has the right to receive.

## Have we answered all of your questions?

If not, please call our Customer Service Team on **0800 378 846**, or visit our website [www.fittleworth.com](http://www.fittleworth.com).

## My Appliance Supplies

Please list any items below that have been prescribed for you or your child. Keep the list in a safe place, it will be useful when obtaining future prescriptions and supplies.

Manufacturer	Product	Product code	Pack size

For a full list of Fittleworth NHS dispensing centres, please visit:

[www.fittleworth.net/about-us/care-centre-locations](http://www.fittleworth.net/about-us/care-centre-locations).

Alternatively, you can visit NHS Choices:

[www.nhs.uk/service-search/pharmacies/appliancepharmacies](http://www.nhs.uk/service-search/pharmacies/appliancepharmacies) (England only)



**POST...**

Fittleworth  
FREEPOST  
2 Henry Lock Way  
Littlehampton  
West Sussex  
BN17 7FB



**PHONE...**

Freephone National:  
0800 378 846  
  
Freephone Scotland:  
0800 783 7148



**ONLINE...**

[www.fittleworth.com](http://www.fittleworth.com)



**fittleworth**