

Home delivery service for continence products

Information and advice for patients

Sandwell Community Continence Service

What is the Home Delivery Service?

Following your continence assessment you were placed on the Home Delivery Service for continence products.

- There is no cost for this service
- You will be allocated a number of products for each day according to your clinical continence assessment.

If you want more continence products than we can provide, you will be asked to buy them.

If you do not use the Home Delivery Service then you can buy continence products from shops/chemists and mail order companies.

How do I order continence products?

You will need to contact us to order your products. We suggest that you telephone us 6 weeks after your delivery so we can arrange your next delivery before you run out.

Your order will take 7 working days for normal delivery (Christmas/Bank holidays will take 14 working days).

Please call 0121 507 6373, which will take you to an answer machine. To place your order, please leave your;

- name
- contact telephone number
- unique Identification Number (ID)

Your unique ID number is:

Messages are checked during the day. This telephone number is only for ordering products.

We will telephone to let you know when your delivery will be made.

If you have an alternative address where the products can be left if you are not at home please tell us, this will make sure you get your delivery if you are away from your main delivery address.

How will the products be delivered?

Your continence products will be supplied by Abena UK Ltd, and delivered by Don Whiteley delivery service.

- You will get 8 or 16 weeks of product supplies delivered per delivery.

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Your details;

Some of your details will be saved on a database which is shared with Abena UK Ltd. This includes your:

- name
- address
- date of birth
- telephone number
- GP
- an alternative delivery address

Abena UK Ltd will also have your medical diagnosis. They need this information so they can supply and deliver the correct products to the right address.

Any information kept for this reason, will be disposed of confidentially and will not be passed-on to other companies for use.

Contact details

For more information or general enquiries please contact:

Tel: 0121 507 6370

Monday - Friday, 8am to 4pm

To order continence products please contact:

Tel: 0121 507 6373

Further information

For more information about our hospitals and services please see our websites www.swbh.nhs.uk and www.swbhengage.com, follow us on Twitter @SWBHnhs and like us on Facebook www.facebook.com/SWBHnhs.

If you would like to suggest any amendments or improvements to this leaflet please contact the communications department on 0121 507 5495 or email: swb-tr.swbh-gm-patient-information@nhs.net



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