



Delivering an easier **Lifestyle** for young adults



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

Caring for you, delivering to you!

When you depend on a regular supply of stoma or continence products, Fittleworth is here for you

We have been supplying specialist products since 1984, working closely with specialist nurses to make sure you receive the very best products for your needs.

We then deliver your order personally, direct to your door.

Orders can be placed by sending us your prescription in the Freepost envelope provided, by calling our Freephone number **0800 378 846** or through our website. You do not need to visit your GP practice to collect your prescription, your GP can send it to us electronically, saving you time, or we can collect the prescription from your GP if they agree.

We will take care of the rest, delivering the right products, discreetly on time and without fuss.

Free Sampling Service

Samples are only available on nurse instruction, so if you would like to try an alternative product, please speak to your specialist nurse or healthcare provider.



World Assist Alliance

Fittleworth is the exclusive UK member of the World Assist Alliance, a network dedicated to helping Stoma, Continence and Wound Care customers with emergency goods while abroad.*

*Terms & Conditions apply. Please see our World Assist Alliance leaflet for full information.



Simply... a secure home dispensing service

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, 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 complete the form overleaf, call us 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.

Help us to help you

If you would like to register with Fittleworth for the home delivery of medical appliances, please complete the form below and send it with your prescription. Alternatively, we are able to collect your prescription direct from your GP.

Name*: _____ D.O.B*: / /

Address*: _____

Postcode*: _____

Tel No*: _____ Email*: _____

* Mandatory fields

If you are out and would like us to leave your parcel in a safe place, please indicate where it should be left:

I would like to be kept up to date with information from Fittleworth
by email by post

I would like you to collect my prescription on my behalf from my GP

Specialist Nurse: _____ Tel No: _____

Hospital: _____

GP Name: _____

Address: _____

Postcode: _____ Tel No: _____

By sending your prescriptions to Fittleworth you are consenting to us:

- Holding and processing your personal data in accordance with the terms of the Data Protection Act and the NHS Code on Confidentiality. We will only use your data to dispense your prescriptions, which may include passing your name and address details to a courier and sharing information with your GP or specialist nurse.
- Using 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.

Your data will be held in accordance with the Data Protection Act

We will not use your data in any other way unless you have given us permission to do so. We will never share your information with any other company for marketing purposes.

If at any time you would like to see the information we hold, or change the permission you have given, then please contact us.

A leaflet containing more information on the NHS Services provided by Fittleworth and information on how to make a complaint if our service does not meet your expectations is available on our website or by contacting our Customer Service team.

Send for an information leaflet now!

Below are a range of fact sheets and leaflets which you may find helpful. Please tick the boxes for those you require.

Stoma support

- Stoma Cutting Template
- Living with a Stoma
- A Guide to Stoma Appliances
- A Guide to Common Stoma Problems
- Dietary Advice

General support

- Travel Advice - World Assist Alliance
- Travel Passport

Continence support

- Intermittent Self Catheterisation for Men
- Intermittent Self Catheterisation for Women
- Living with an Indwelling Catheter
- Bladder Retraining
- Fitting a Urinary Sheath
- Intermittent Self Dilatation for Men
- Intermittent Self Dilatation for Women

Please send your completed form in the pre-paid envelope provided, or post to Fittleworth Freepost, Hawthorn Road, Littlehampton, West Sussex BN17 7LT.

Keep it handy!

U R G E N T

The holder of this card has a medical condition and needs to use the toilet urgently.

Thank you



To be kept by the patient

Prescription list

Please list any items below that have been prescribed for you and keep the list in a safe place. This will be useful when obtaining future prescriptions and supplies.

Manufacturer	Product	Product code	Pack size

Specialist Nurse: _____

Contact No: _____



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



fittleworth