

NHS Norfolk and Waveney CCG received a query relating to stoma and continence services across Norfolk and Waveney.

The query and answer provided in a written response can be found below:

Many CCGs are advancing plans to centralise stoma and continence appliance services with the aims of improving patient experience, ensuring patients have an annual review with a nurse specialist and containing costs. Do you have any plans to look into this area? And if so, who will be leading on this?"

Prior to responding to the challenges presented to local health services caused by the recent pandemic, initial discussions had taken place to consider the difference in stoma service provision across Norfolk and Waveney. These discussions acknowledged we need to develop a more consistent offer to all our patients, regardless of where they live.

This work was paused but will pick up in the near future. There has recently been a change in service provider in West Norfolk and plans are underway to establish a community review model comparative to what is already in place in Great Yarmouth and Waveney. A slightly different model is in operation across Norwich, South and North localities, but this does also provide access to community reviews.

A significant amount of work has just been completed to standardise the prescription pathway for stoma appliances and to put in place guidance regarding the prescribing of various stoma accessories, this work has been agreed by all three local acute trusts and has been rolled out across Norfolk and Waveney.