

Welcome to the Home Delivery Service

A clinician has assessed your needs and created a prescription for incontinence pads via the Home Delivery Service (HDS)

You will receive a 16-week supply of pads in each delivery

Your PIN will be on the delivery note (add your PIN below)

PIN.....

Keep a record of your PIN and the previous delivery date. Once you have the correct pads, it will be your responsibility to place future orders.

Once your pads have been delivered it is not possible to change the order until they are next due. If your needs change and the pads are no longer suitable, request a reassessment by contacting the Bladder and Bowel Service.

Reordering pads 14 weeks after each pad delivery you can phone to place your next order. If you have a surplus of pads, delay requesting more until you have just two weeks supply left.

**To place an order, contact the Home Delivery Service:
0800 030 4466 and have your PIN ready**

**For queries or to arrange a reassessment, contact our Bladder and Bowel (Continence) Service – 0118 904 6530,
continence@berkshire.nhs.uk**

If your call goes to an answerphone, please leave your name, address and postcode as well as a summary of your issue. Someone will get back to you within 2 working days.

Storage of pads. They should be stored correctly to ensure they remain effective. Unused pads should be left in their plastic packets and stored in a cool, dry place (not your bathroom).

Please remember pads are issued according to clinical need and are prescribed for individuals. Only order when needed, do not stockpile. If you are receiving more than you need, please contact the Bladder and Bowel (Continence) Service.

Putting pads on: your assessor will have explained how the pads should be worn, and the packets have clear diagrams and links to fitting guides online. Please follow these to ensure the best fit.

Avoid using oil-based creams or talcum powder, as these may interfere with the absorbency of the pads.

Reassessment: You are entitled to an annual review by a clinician. Please contact the Bladder and Bowel Service to arrange this.

Limited options are available via the NHS: you may prefer to purchase alternatives in the supermarket, the pharmacy, disability living shops or online, such as:

incontinenceshop.com

Ontex.com

ageukincontinence.co.uk

You can receive help with queries about NHS Services from our Patient Advice and Liaison Service (PALS)

 0118 904 3467

 PALS@berkshire.nhs.uk



 0118 904 6530

 continence@berkshire.nhs.uk

 berkshirehealthcare.nhs.uk/continence