

## Our Customer Comments Policy



You are a valued customer, and we value any comments you may have about the products and services we provide. We pride ourselves on our customer care and all the services we provide, however should you have any suggestions or complaints please call us in confidence on **0800 220300** and ask to speak to the Customer Service Manager.

We have been accredited with ISO certification; guaranteeing our quality and service to you, so please do not hesitate to call us should you wish to discuss any matter at anytime.

If you would like to seek further advice you may wish to contact the local Patient Advice & Liaison Service (PALS). Although they are not part of the complaints procedure, they are there to formally offer you further advice or tell you more about how to get help with any unresolved issues you may have.

### Complaints Team

PALS, City Care Centre  
Thorpe Road  
Peterborough  
PE3 6DB

Telephone **01733 776283**

An Independent Complaints Advocacy Service, is also available (ICAS), to provide advice and support for anyone wishing to complain about the NHS.

**Cambridgeshire, Norfolk and Suffolk ICAS**  
**POhWER**  
Unit 6, E Space North  
26 St Thomas Place  
Ely  
Cambridgeshire  
CB7 4EX

Tel **0300 456 2370**

## Polite Notice

Our staff work hard to provide you with the best possible service. Please treat them with courtesy and respect. We reserve the right to refuse to provide services to individuals who act in an abusive, threatening or aggressive manner.

## Hours of Business

Monday to Friday 8.30am to 5.30pm  
Saturday 8.30am to 12.30pm

## If we are closed...

...advice and information, including details of other local health services, is available around the clock from NHS Direct. You can use:

NHS Direct online at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

NHS Direct Interactive on digital satellite TV

The NHS Direct telephone service - Call **0845 4647**

## Disabled Customer Access

If you wish to visit our Care Centre at the address shown below, full disabled facilities are available. On arrival, please ask for support at reception.



OstoMART Ltd  
20 Phorpres Close  
Cygnet Park  
Hampton  
Peterborough  
Cambridgeshire  
PE7 8FZ



FREEPHONE 0800 220300  
Telephone 01733 348883  
Fax 01733 344795  
[enquiries@ostomart.co.uk](mailto:enquiries@ostomart.co.uk)

[www.ostomart.co.uk](http://www.ostomart.co.uk)

Registered in England and Wales No. 2922943.  
Registered address: 1 The Carlton Business Centre, Carlton, Nottingham NG4 3AA



The UK's leading independent ostomy supplier



For the best possible support

Providing NHS Services



Thank you for nominating OstoMART to be your dispenser for all your ostomy appliance requirements.

We are an independent, family run business specialising in home delivery since 1991 and leading the way with our innovative ideas.

We provide these NHS Services on behalf of:

NHS Peterborough  
2nd Floor  
Town Hall  
Peterborough  
PE1 1FA

Telephone 01733 758500  
[www.peterborough.nhs.uk](http://www.peterborough.nhs.uk)



## Dispensing your Prescription Requirements

As a Dispensing Appliance Contractor (DAC) we are registered by the NHS to dispense appliances, and medical devices when we receive your prescription. We keep a comprehensive range of appliances in stock, and aim to deliver within 24 hours from receipt of your prescription. If required, we can obtain your prescription directly from your GP, where possible.

## Health Advice and Self Care

Our staff are trained by the British Healthcare Trades Association (BHTA) in giving comprehensive and unbiased advice on the following :-

- How to maintain your stock levels
- Repeat ordering
- How to seek further advice or help
- Contact groups IA, CA, UA
- Independent stoma care advice
- Holiday and travel advice
- Emergency supplies

## Repeat Dispensing

We can dispense NHS repeat dispensing prescriptions issued by your doctor. This enables us to obtain as much as six months worth of prescriptions in advance, and enable you to receive your delivery on regular dates every month. Ask us for more information on this service.

## Discreet Delivery

All our deliveries are dispensed in plain brown boxes and delivered straight to your door. We can, of course, deliver your parcels to any address of your choice and, if required, leave them safely without signature in selected points on your property. All our parcels are tracked daily and you will receive a complimentary phone call by our customer care staff to ensure that you have received your prescription requirements and everything is in order.

## Appliance Customisation - Cutting your Pouches or Flanges

OstoMART lead the way in the latest technology for cutting your pouches and flanges to the size of your stoma. We believe we are the only company in the world to have produced a computerised cutting machine. So if your appliances need cutting, you can depend on us to give you the best, most accurate cut available. Your cutting requirements are recorded, so unless your stoma size changes, all your future orders will be cut exactly the same.

## Patient Medication Records

Our patient records are computerised, and are detailed with your prescription requirements, together with any specific instructions you would like us to follow when processing your orders. All orders that are processed are recorded together with details of any ongoing issues that may arise, so that our Customer Care Team have a record of all correspondence with you. We also comply with the Data Protection Act and the NHS code of practice on confidentiality.

## Unwanted Appliances

Please contact us should you need to dispose of any unwanted appliances. We send all unwanted appliances to Ostomy Aid Charity, but we can also advise on how to dispose of your appliances safely.

## Appliance Use Reviews

From time to time you may feel the need to discuss how you are getting on with your appliances. You can contact our Service Centre, and we can arrange for a nurse to call to discuss this with you. This will allow you to learn more about your products, and ask any questions you may have. **Should you require more information about this service please call our Customer Care Team on 0800 220300.**

## Electronic Transmission of Prescriptions (ETP or EPS)



This is a system whereby your GP/Healthcare Centre can send your prescription electronically through the ETP network to your nominated supplier (OstoMART Ltd). We are fully compliant with this NHS initiative, so if your surgery can offer this service, please ensure that you nominate OstoMART as your preferred supplier for delivery of your ostomy prescription requirements. **For further information or assistance please call us on 0800 220300.**

## National Distribution

We are a national dispenser of appliances and medical devices, and can provide a comprehensive home delivery service to anyone in the UK. **For further information please call our Service Centre on 0800 220300**

## Additional Services we provide:

### Going on Holiday

We can advise on appliance requirements for travelling, and help ensure you have what you need and where you need it.

### Going Home

We can offer you a comprehensive guide covering nutrition and exercise in those early days after your surgery. This has been brought together by some of the leading Stoma Care Advisors.