

Stoma Care Follow Up

The Colorectal Nursing Team

Introduction

This leaflet has been produced to give you more information about the Stoma Care Service, and the follow-up care provided by the Colorectal Nursing Team after your stoma surgery.

Stoma Clinics

When you first leave hospital, your routine stoma follow-up appointments will be arranged for you. These appointments may be face to face, or via a video or telephone consultation, depending on what is best for you.

Appointments will be available for you throughout your recovery and beyond. If you do not have a planned follow-up appointment, and you are experiencing any problems, or require further advice, then please contact the department on 01902 694084 (answer phone) and an appointment will be arranged for you.

If you have not been seen by a member of the Colorectal Nursing Team or by a Colorectal Consultant within the last year, and you require a stoma clinic appointment, a GP referral is required. Please contact our department and we will request a referral from your GP for you.

How to contact the team

Telephone: 01902 694084 (answer machine).

The Colorectal Nursing Team frequently work out of the office and therefore operate an answering machine service. Please leave a message with your name, contact details and your reason for calling. We will try to return your call the same working day.

The prevention of infection is a major priority in all healthcare and everyone has a part to play.

- Please decontaminate your hands frequently for 20 seconds using soap and water or alcohol gel if available
- If you have symptoms of diarrhoea and/or vomiting, cough or other respiratory symptoms, a temperature or any loss of taste or smell please do not visit the hospital or any other care facility and seek advice from 111
- Keep the environment clean and tidy
- Let's work together to keep infections out of our hospitals and care homes.

Your Follow Up

You will be contacted by a Colorectal Specialist Nurse within 7 working days following your discharge from hospital.

You will then be offered a telephone or video consultation at the following intervals:

- Week 2 or 3
- Week 6
- Week 8
- 3 months (Invitation to our Stoma Care Workshops).

**Face to face appointments will be arranged as necessary.*

Face to face appointments are available and a Clinical Nurse Specialist will be happy to arrange this for you at any point throughout your recovery, and beyond.

Community Stoma Nurse

3 months after your surgery, if you agree you will be referred to a Community Stoma Care Nurse who we work in partnership with to continue to offer you support. You will be offered a telephone or video consultation at the following intervals:

- 6 months
- 12 months.

**Face to face appointments will be arranged as necessary.*

How we can support you?



How to prepare and access your video consultation

Getting started

You will only have an appointment if a nurse has contacted you to arrange this. If you change your mind about an existing video clinic appointment please contact the Colorectal Nursing Department to change the appointment.

The system used to hold a video consultation is **accuRx Fleming**. This is a secure web-based tool which enables you to receive care remotely.

What will I need to use it?

Once an appointment has been arranged between yourself and your Colorectal Nurse, you will receive a SMS text message with a link to click on, and you will be connected.

You will require:

- A Smartphone, with Wifi/3G/4G Connection
- Your Internet Browser needs to have your phone's microphone and camera enabled
- If your phone has older software that has not been updated (iOS 12 and earlier) you will need to download the **Whereby app** to join the consultation.

Right before your video clinic appointment

1. Make sure you are sitting in a private well-lit area where you will not be disturbed and set up the device you need
2. You are welcome to invite a family member, friend and/or carer to sit with you throughout the video consultation
3. Ensure your microphone and camera are set up correctly and you have a strong internet connection
4. Once signed in, using the link sent to you by SMS message, please wait for our clinician to greet you
5. At the end of your video clinic, the clinician may suggest a further appointment. Any alternative arrangements will be discussed with you in your video clinic
6. Following your appointment we will send a letter with the outcome of the clinic to your GP.

Useful websites for you:

Coloplast

<http://www.coloplastcharter.co.uk/>

<https://www.coloplast.co.uk/Stoma/People-with-a-stoma/Living-with-a-stoma/Managing-your-ostomy-appliances/>

Colostomy Association

Tel: 0800 3284257

www.colostomyassociation.org.uk

Ileostomy and Internal Pouch Association

Tel: 01702 549859

<https://iasupport.org/about/>

Salts Healthcare

<https://www.salts.co.uk/en-gb/your-stoma/after-your-surgery/changing-your-stoma-bag>

RADAR

National key scheme for access to public toilets for the disabled. The RADAR Key can be obtained from your local council. Wolverhampton

Tel: 01902 555611.

Colorectal Consultants

Tel: 01902 307999

Then ask for the secretary of your consultant.

Colorectal Nursing Team

Telephone: 01902 694084 (answering machine).

Location A37

New Cross Hospital

Wolverhampton

WV10 0QP

Tel: 01902 694084

Fax: 01902 695680

Further support is also available on the Colorectal Nursing website:

www.royalwolverhampton.nhs.uk/colorectalnursing

English

If you need information in another way like easy read or a different language please let us know.

If you need an interpreter or assistance please let us know.

Lithuanian

Jeigu norėtumėte, kad informacija jums būtų pateikta kitu būdu, pavyzdžiui, supaprastinta forma ar kita kalba, prašome mums apie tai pranešti.

Jeigu jums reikia vertėjo ar kitos pagalbos, prašome mums apie tai pranešti.

Polish

Jeżeli chcieliby Państwo otrzymać te informacje w innej postaci, na przykład w wersji łatwej do czytania lub w innym języku, prosimy powiedzieć nam o tym.

Prosimy poinformować nas również, jeżeli potrzebowaliby Państwo usługi tłumaczenia ustnego lub innej pomocy.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਪੜ੍ਹਨ ਵਿਚ ਆਸਾਨ ਰੂਪ ਜਾਂ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ, ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

ਜੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀ ਜਾਂ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

Romanian

Dacă aveți nevoie de informații în alt format, ca de exemplu caractere ușor de citit sau altă limbă, vă rugăm să ne informați.

Dacă aveți nevoie de un interpret sau de asistență, vă rugăm să ne informați.

Traditional Chinese

如果您需要以其他方式了解信息，如易读或其他语种，请告诉我们。

如果您需要口译人员或帮助，请告诉我们。