

# Your rights Wales

A short guide to your rights as an NHS patient in Wales with intimate health needs.



## You have the right to...

Information about the treatment options available to you <sup>[1]</sup>



Be involved in decisions about your treatment <sup>[2]</sup>



Expect pharmacists and suppliers to provide appropriate advice and fulfil orders for any product approved for use by the NHS <sup>[3]</sup>



Decide where to obtain your prescription supplies <sup>[5]</sup>

Have supplies delivered discreetly to your home <sup>[7]</sup>



Ask why your local healthboard has decided not to fund a particular product <sup>[4]</sup>



Receive urgent supplies of medical products from a pharmacy or supplier without a prescription <sup>[8]</sup>



Supplementary items (such as disposable wipes and disposal bags) from pharmacies and suppliers (sometimes known as DACs) <sup>[6]</sup>



### Questions you could ask your doctor:

- What products are available to help with my condition? What are the advantages of different models of device?
- Could different products help me manage my condition?
- If there is a product you feel would help you manage your condition, ask your doctor or nurse whether they can prescribe it. If they say no, you can ask for an explanation why?

### Questions you could ask your pharmacist or medical devices provider:

- Are there any supplementary items that should accompany this product?
- Can you send the order to my home?
- What similar products are available from other manufacturers?
- How do I use and look after these products? Is there anyone I can talk to about it?
- Is there anything you can do to help me manage my condition? Can you prepare me an online personalised care plan?

# Further information

- [1] NHS staff must explain things to you in a way you understand and take steps to overcome any difficulties in communication. NHS Direct advises that you ask about what different treatment options there may be, their benefits and side effects.
- [2] You have the right to participate in decisions that affect your health and should be given information to support to manage your own condition.
- [3] Suppliers should fulfil orders for any appliance approved for use on the NHS. If they are unable to fulfil an order they must either forward the order on to another supplier (if they have your permission to do so) OR provide you with the details of two other suppliers who can fulfil it.

Suppliers should be able to provide appropriate advice about the products they sell, including how to use, clean and care for them. They may also be able to offer you online support to help you manage your condition, for example by preparing you a personalised web-based care plan.

- [4] The Welsh Government have committed to engaging communities in decisions about their local NHS services. If you feel a particular product is right for you but are told the NHS do not fund it, you can ask your health board to explain why.
- [5] You should be able to decide on how to get your prescription supplies dispensed. However, health boards have different rules on how these products are provided so do check with your GP when ordering. For example, in some areas all continence products must go through a Continence Prescribing Service and patients get their prescriptions through the CPS.

In general, these are the ways you can obtain your supplies:

- i. You can let the supply company (sometimes called DACs) handle everything – you place an order with them and they will contact your GP or prescribing service to get the prescription;
  - ii. You can place an order with a supply company and then send them your prescription yourself;
  - iii. Your GP can handle everything – you can ask your GP to send the prescription to your supply company of choice. Some GP practices also have a dispensing arm that may be able to provide your appliance; or
  - iv. You can take your prescription to a local pharmacy.
- [6] Pharmacies and suppliers should provide you with any supplementary items available on the NHS (such as disposable wipes and disposal bags) when fulfilling a prescription for incontinence, stoma, catheter, erectile dysfunction, wound drainage and anal irrigation appliances. You may want to ask your GP or nurse what should come with your prescription in case there is anything you will need to order yourself.
  - [7] You have the right to have supplies delivered discreetly to your home. The packaging and method of delivering incontinence, stoma, catheter, erectile dysfunction, wound drainage and anal irrigation appliances must not indicate the nature of what is being delivered.
  - [8] You have the right to an urgent supply of appliances from a supplier without a prescription, if your doctor (or another health professional who can make prescriptions) asks them to do so. This will require your doctor (or the other prescriber) to agree to provide a prescription within 72 hours.

