



Home Delivery Service for Incontinence Pads

Your clinician has assessed your continence needs and has started you on a prescription for incontinence pads within Home delivery service

You will receive a 12-week supply of pads with each delivery Your PIN will be on the delivery note of your packaging. Please note this as it is required for further orders. Make a note of the delivery date (this will make it easier to reorder). Once you have the correct pads it will be your responsibility to request further deliveries by phoning the Order line (NHS Home Delivery Service).

PIN.....

Once your pads have been delivered it is not usually possible to change the order until they are due again in 12 weeks' time. It's important to request a reassessment of any requirement changes as soon as you can. If your needs change and the pads are no longer suitable, a reassessment can be arranged by phoning the Query line (Bladder and Bowel service).

Reordering pads 10 weeks after each pad delivery you may phone to reorder. However, if you have a surplus of pads, you may delay phoning until you have just two weeks supply left.

ORDER LINE NUMBER

Home Delivery NHS supply chain
0800 030 4466

The re-order can be processed through an automatic phone system – have your PIN to hand.

QUERY LINE ONLY

Bladder and Bowel (Continence) Service
Call 0118 904 6530

Email continence@berkshire.nhs.uk

You may go through to an answer phone. Please leave your: Name | Address | Postcode and a summary of your issue. Someone will get back to you within 2 working days.

Storage of pads of Pads 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 only on clinical need basis and are prescribed for individuals. Do not stockpile. If you are receiving more than you need, please contact the Bladder and Bowel (Continence) Service query line or email.

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 – Please follow to ensure the best fit. Some pads require net pants to hold them in place. These are not always supplied. They can be purchased in pharmacies and online shops.

Please avoid using oil-based creams or talc, as these may interfere with the absorbency of the pads.

We have limited options for the supply of pads within NHS
Alternatively, you can purchase at some pharmacies or disability living shops.

Continence shop online

incontinenceshop.com

[Ontex .com](http://Ontex.com)

ageukincontinence.co.uk

Contact PALS

You can also contact our Patient Advice and Liaison Service (PALS) for help with queries about NHS services



Scan me

 berkshirehealthcare.nhs.uk

 PALS@berkshire.nhs.uk