

# *A GP Practice guide to Coloplast Charter*

Supporting ostomates and catheter users

GP Support:



0800 012 1884



GP@coloplastcharter.co.uk

# Coloplast Charter

*a comprehensive service,  
supporting you and your patients*

## Here for you:



Dedicated GP Support team  
Working with you to resolve prescription queries quickly



Prescription requests by email or EMIS  
Convenient and efficient way to process prescription requests\*



Fast order turnaround  
Unique email prescription requests means 25% of orders are despatched same day



**75% agree\***

## Helping to reduce stock piling or wastage, we always:



Check patients are ordering only what they need\*\*



Encourage patients get into a monthly ordering routine

## Here for your patients:

Our patient programmes are designed to support all patients - whether they are new or established with their routine:



### Best Start™ programme

*support and advice to keep patients on track with their routine from day one:*

- Bespoke call programme from our CQC registered Telehealth specialists to help patients get used to a new routine
- Exclusive access to online and email resources to provide a trusted source of information

\*GP practice satisfaction survey February 2020. n=234



# Always There™

**Always There™ programme**  
ongoing support and advice to help  
patients follow a good routine:

- Checking patients' stock levels on every order to ensure they only order what's needed\*\*
- Helping patients to self-care and identify issues early, our CQC registered Telehealth specialists support patients who are struggling with their routine

Our highly trained Telehealth team  
might recommend a patient changes  
to a more suitable product



\*\*product quantities may change as stoma bag and catheter usage can fluctuate as a result of changes in bodily functions or possible complications.



**CQC registration**  
*you can trust us to  
support your patients*

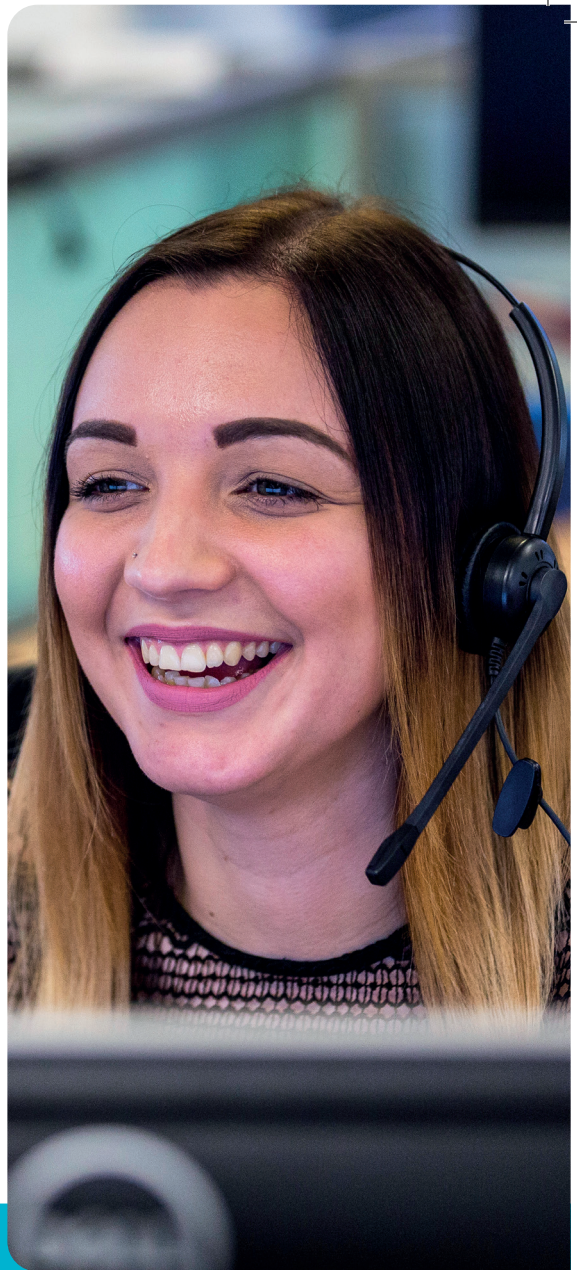
As part of our commitment to provide appropriate care, we have been successful in extending our Coloplast Nursing CQC registration to include our Telehealth services.

Our Telehealth specialists are experienced in providing product and lifestyle advice to patients with intimate healthcare needs.

There are robust processes in place to monitor the non-clinical advice they provide, with clear signposting back to Healthcare Professionals when needed.



You can read the reports at [www.cqc.org.uk](http://www.cqc.org.uk)  
(Search Coloplast)



**Dedicated GP Support team**



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Coloplast Charter is accredited by the NHS Secure E-mail standard DCB1596