



A GP Practice guide to Coloplast Charter

Making life easier for people with living with
continence and stoma needs

Together we deliver outstanding care

 **Coloplast** | Charter



Dedicated GP Support team

Working with you to resolve GP surgery-related queries quickly



Prescription requests by email or EMIS

Convenient and efficient way to process prescription requests

Together we deliver outstanding care



Helping to reduce patient stockpiling or wastage

We check patients are ordering what they need* and encourage a monthly ordering routine



Fast order turnaround

Email prescription requests mean 50% of orders are dispatched same day

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

Prescription Request Overview

Patient contacts us to place order*

We encourage patients to only order 1 month's supply

Escalate:

If patient is struggling with their routine escalate to Clinical Solutions team

Coloplast Charter requests prescription from GP

Day 1:
Email request

If prescription not received:

Day 8:
Follow-up email

Prescription received by Coloplast Charter

If prescription doesn't match order request, we will re-request the outstanding products

24/48 hours



Order delivered to patient by DPD

Order to delivery average 3 days

- Same day dispatch once prescription received
- Text and email notifications sent to patients
- Discreet packaging and delivery

Here for your patients

CQC rated '**Outstanding**', our experienced team of Clinical Assistants work with you to ensure your patients' care is seamless and straight-forward.

By regularly checking in with patients, we offer extra support and advice on products and routine, or signpost back to you if patients are experiencing clinical issues.



Our Clinical Services team is rated '**Outstanding**' by the Care Quality Commission (CQC) who independently regulate the care our teams provide.



Providing NHS Services

Dedicated GP support from Coloplast Charter

Contact our dedicated **GP Support team** on:



0800 012 1884

Monday - Friday: 9am - 5pm



GP@coloplastcharter.co.uk

NHS Secure E-mail standard DCB1596

Patients should call our experienced **Customer Care team** on:



England & Wales: **0800 132 787**

Scotland: **0800 917 8639**

Northern Ireland: **0800 581 220**

Monday - Friday: 8am - 6pm, Saturday: 9am - 12.30pm

Coloplast Charter is recommended by **93.79% of reviewers** | from 818 reviews*



Patients are given reassurance by your Clinical Assistants, and I was impressed with the insight they have.

HCP
September 2022

In Coloplast Charter, I have found what I have been seeking for several years - a user friendly, efficient and speedy home delivery provider.

Coloplast Charter customer
May 2023



*Healthcare Delivery Reviews, May 2023

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