

Patient advice and liaison service (PALS)

If you have a compliment, complaint or concern please contact our PALS team on 020 7288 5551 or whh-tr.whitthealthPALS@nhs.net

If you need a large print, audio or translated copy of this leaflet please contact us on 020 7288 3182. We will try our best to meet your needs.

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Delivery of NHS Continence Products

A patient's guide

This leaflet aims to help you to continue to receive incontinence pads and to know who to contact should you need help or advice in regards to your delivery or pads.



You have now had a continence assessment carried out in clinic with the Bladder and Bowel Service or at home by the District Nurses.

Your first delivery of products will be ordered by the person who has assessed you and this first delivery is usually delivered within 14 days to your home by the delivery company NHS Supply Chain – DHL

Deliveries are between 8am and 5pm. The driver will carry identification and ask you to sign for the delivery. If you are not home, the delivery will be re-attempted once more three days later.

Whenever you receive an order there will always be a delivery note somewhere in the parcel: this will inform you of the products you have received, your next delivery date and your individual PIN identification number.

Sorry we can only arrange the first delivery.

For all future deliveries please contact NHS Supply Chain either by free phone number or email. When asked, enter your PIN number and your next order will automatically be activated without having to wait to speak to an operator to request a delivery.

**NHS Supplies: 08000 30 44 66 Freephone
Monday – Friday 09:00 – 5:00**

**Or you can email at any time:
Email: home.delivery@supplychain.nhs.uk**

If you find that you do not need to order the pads by the delivery date, this is OK.

We are sorry but you cannot request a delivery before the due date from NHS Supply Chain. You will need to contact the Bladder & Bowel Care Service to discuss:

**Bladder & Bowel Care Service 020 3316 8401
Monday – Friday 09:00 – 5:00**

If the products you receive are no longer suitable or no longer needed please contact the Bladder & Bowel Care Service before you contact NHS Supply to re-order your pads

**Bladder & Bowel Care Service 020 3316 8401
Monday – Friday 09:00 – 5:00**

Each year Bladder & Bowel Care Service will send you an appointment to be seen in clinic or at home. This appointment will then allow us to assess your needs and ensure you are still receiving the correct pads.

Unfortunately if you do not respond to this request it can mean that you no longer need your products and they can then be suspended until we have spoken to you or your carer.

THANK YOU