

# Connect

ISSUE | 01

'After 8 months  
I'm finally getting  
my life back!'

Read Peter's story

**SPOT THE  
DIFFERENCE,**  
DO YOU KNOW THE  
DIFFERENT STOMA TYPES?

## Meet

Alison Roberts,  
your community nurse

**making  
life  
better**

**respond**  
making life better

an eakin company 



**respond**  
making life better

## A Message from Chris

Dear Reader,

I am delighted to present the first edition of Connect which has been designed and written especially for you.

As many of you will know Respond Healthcare was launched in October 2015 and brought together the Home Delivery Services formally known as Pelican Healthcare, Ostomart 'Responder', Respond Plus in Northern Ireland and Allardice in Scotland. Launching Respond was a very busy and exciting time for us all and we now have eight Care Centres across the U.K., providing a national and local service with many of you still speaking to the same Customer Service advisor that you always have.

Offering a personal service is very important to us and over the last few months we have been out and about attending local and national meetings giving us the opportunity to meet as many of our customers as possible. Details of the upcoming meetings can be found at [respond.co.uk](http://respond.co.uk), so if you haven't yet met us face to face hopefully you will be able to very soon. If you are unable to attend any of the meetings you can also contact us through our social media sites, find us on facebook and twitter.

This first edition of our newsletter includes real life stories and Q&A's with our nurse which I am sure you will find useful and informative. If you have any suggestions or ideas to be included in future we'd love to hear from you.

Regards

*Chris Cochlin, Director of Home Delivery Service*

# Connect

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**respond**  
making life better

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**0800 220 300**

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 [@respondltd](https://twitter.com/respondltd)

WE ARE  
MACMILLAN.  
CANCER SUPPORT

# RESPOND FUNDRAISING IN AID OF MACMILLAN CANCER SUPPORT

**respond**  
making life better

We're delighted to announce that the team at Respond have chosen to support Macmillan Cancer Support in 2016/2017. Together we can help change the lives of millions of people affected by cancer.

By 2020, almost one in two of us will get cancer in our lifetimes. It's the toughest fight most people will ever face. But they don't have to go through it alone. The Macmillan team is there every step of the way. From the nurses and therapists helping people through treatment to the campaigners improving cancer care. Macmillan's ambition is to reach everyone affected by cancer.

To find out more about our fundraising please contact [marketing@respond.co.uk](mailto:marketing@respond.co.uk)

**DID YOU KNOW £27 COULD  
PAY FOR A MACMILLAN NURSE  
FOR AN HOUR**

## Questions about living with Cancer?

**Call free on 0808 808 00 00 or visit [macmillan.org.uk](http://macmillan.org.uk)**

Macmillan Cancer Support. A registered charity in England & Wales (261017), Scotland (SC039907) and the Isle of Man (604)

# Electronic Prescription Service

**respond**  
making life better

## specialists in stoma care

**EPS is an NHS service, currently being rolled out across England. It gives you the option to change how your GP sends your prescription to the place you choose to get your appliances from.**

EPS can save you time and speed up the time it takes for us to receive your prescription, meaning we can send your stoma appliances to you sooner.

With the EPS system, your GP surgery would send your prescription electronically straight to us, similar to an email. Our Customer Support Centre is connected to the EPS system and our staff have been fully trained to manage the receipt and dispensing of electronically transmitted prescriptions.

## is EPS reliable, secure and confidential?

Yes. Your electronic prescription will be seen by the same people who see the paper version now. Whether information is paper or electronic, everyone involved with your prescription has a legal duty to keep your information confidential.

## how can you use EPS?

You need to choose a place for your GP practice to electronically send your prescription to. This is called nomination. To nominate Respond, simply complete the attached form and return it to us.

Alternatively, when placing your next order speak to our customer service team and request your EPS. We will organise the rest. EPS is being rolled out gradually and your GP surgery may not currently be set up. By completing the nomination form now, you will be prepared for when they come on board.

**For further information on the Electronic Prescription Service, please call us on**

**0800 220 300**

## I have already registered for EPS through another supplier. Can I change my nomination and join the Respond home delivery service?

Yes, you can. If you want to change your current nomination please call us before your next prescription is due.

## NHS Electronic Prescription Service

### Patient Nomination Form

Name

Address

Postcode

Date of Birth

Telephone

Mobile

Email

NHS Number  
(if known)

This can be found in the top right hand section of your prescription.

### Declaration

I am the patient/carer of the patient named above. Nomination has been explained to me and I have also been offered a leaflet that explains nomination. I would like to nominate Respond as my nominated Dispensing Appliance Contractor for dispensing prescriptions issued by the NHS Electronic Prescription Service.

Signed

Date

an eakin company 

2

### Peter's story

**After 8 months, Peter and Val are beginning to live their old life again, after Peter's stoma operation.**



Peter Hart used to enjoy playing golf with his friends and holidays with his wife, Val, which they thought would all have to be given up when he had a colostomy operation in June 2015.

When he was released from Kings Mill Hospital in Nottinghamshire, Peter was placed onto a home delivery service with Respond. The service has supported Peter and his wife, Val, to get back to doing the things they did before the operation, that they most enjoyed.

"Right from the very start, the support from customer service has been second to none. It is quite a change to your life and Respond has offered all the support that we needed. The service has been very, very good", said Val.

### **"Respond has offered all the support that we needed"**

"Tracey is our main point of contact, she's been amazing", said Val. Since Peter felt weak after leaving hospital, and had lost a significant amount of weight, he had a few challenges that needed looking at. First off, he was unsure whether he could play golf again.

**Talking to the Respond Customer Support Team helped Peter get back on the course.**

"We had no idea there were so many different products. Tracey has been great with ideas of things to help Peter get his old life back" said Val. "She'd suggest things he needed, and with the help of the support belt he is playing golf again."

### **"The support we get has made a big difference."**

"The Ostomart adhesive remover is amazing and when we were running a bit low, Respond arranged to drop some off before our next delivery was due. That was in the early days when we hadn't quite got adjusted."

Now Peter or Val speak to respond just ahead of their delivery date to check their repeat order and talk about any other requirements.

### **"It just seems to work like clockwork"**

Peter says "It just seems to work like clockwork. They just do respond to us very well. It's not just an ordering service. They listen and respond."

**Now, with reassurance from Respond, Peter and Val can look forward to their next holiday in a log cabin with hot tub and swimming pool.**

**Interested in joining our service? Call us for a chat on 0800 220 300**

# Spot the difference

## Not all bags are colostomy bags

**65,000** are colostomates

**45,000** are ileostomates

**10,000** are urostomates

Approximately **21,000** temporary and permanent stoma operations are performed each year

\*Colostomy Association 2015

There are approximately  
**120,000**  
**ostomates**  
living in the **UK\***

# What is a colostomy?

A colostomy is a

**surgical procedure**

where the

**large intestine/colon**

is cut and brought through the abdomen wall

1



4

A colostomy is normally on the

**left side**  
of your **abdomen**

2

It can be

**temporary**  
or **permanent**

3

It is used to treat many conditions including

**colon cancer,**  
**Crohn's disease,**  
**intestinal obstruction**  
**and diverticulitis**



5

Stool consistency is

**semi-formed**

6

People living with a colostomy generally wear

**closed**  
**pouches**



7



The amount of times you need to change the bag can vary but is normally between

**1 and 3 times a day**



## Meet Alison your community nurse

Alison began her nursing career in 1980 working at Stratford on Avon Hospital. In 1984 she transferred to Warwick Hospital and until 1987 worked in all areas of care including: Medicine, Casualty, Outpatients Department and latterly surgery.

In 1987 she completed the first of her three nationally recognised stoma courses and became a Stoma Care Nurse at Warwick covering both the hospital and community. Counselling patients prior to surgery, following their surgery in hospital and also at home in the community allowed for a smooth transition from hospital to home.

In 2005 she completed her degree in Specialist Nursing Practice and since 2007 has been providing care solely in the community. Alison is passionate about providing high quality care with a holistic approach.



Do you have a question for Alison?  
email [hello@respond.co.uk](mailto:hello@respond.co.uk)

# Ask Our Nurse

## Ballooning

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making life better

## What is ballooning?

Ballooning happens when the wind from your stoma collects inside your pouch causing it to inflate or balloon.

## What can cause ballooning?

- A blocked pouch filter
- A wet pouch filter
- Dietary issues.

### Hints and tips

- *Ballooning is uncomfortable. It causes your pouch to bulge underneath your clothing, and can lead to leakage and odour. This wind needs to be released. If you are using a 1-piece closed pouch, you will need to change your pouch. If you are using a drainable pouch it will need emptying*
- *Different pouch manufacturers use different filters. Try different pouches until you find the filter that best suits your needs*
- *If you are using a 2-piece system, you can lift a section of the pouch away from the flange to release the wind, then stick or clip the two back together again*
- *If you are using a 1-piece pouch and ballooning is a constant problem, you may wish to consider using a 2-piece system*
- *Try using the Osto-EZ-Vent® pouch venting system available from Respond*
- *To avoid the pouch filter getting wet and therefore inactive, cover it with one of the adhesive tabs supplied with your box of pouches before you have a bath, shower or go swimming. Don't forget to remove the tab when you have finished*
- *Some food and drinks give you excessive wind and you may want to eliminate the ones that affect you*
- *Stoma irrigation or flushing the bowel out with warm water is a form of stoma management suitable for some but not all people with a colostomy*
- *Irrigation can help reduce the problems associated with ballooning.*

## Home delivery service now available in Perth



Your new home delivery service has now arrived in Perth.


Whatever stoma care or continence product you need, as long as it's available on prescription you can rely on us to deliver it quickly and with absolute discretion.

We have 8 Care Centres around the UK including Cardiff, Ferndown in Dorset, Larne in Northern Ireland, London, Manchester, Peterborough, Nottingham and now Perth. We provide a service to people living with a stoma through our network of delivery drivers and community nurses. We are independent, we supply all brands of products, if it's available on prescription, we'll deliver it.

Susan Skinner, Manager, Respond Healthcare Scotland adds: "Having worked for Allardycy for many years I am enjoying the challenge of growing the respond service within Scotland and building on the excellent track record respond has developed via the rest of its UK operations. Being able to do this with the same team I worked with at Allardycy was very important to me and we are relishing the challenge of providing a quality service and excellent level of support to customers across Scotland."

**0800 220 300**  
**hello@respond.co.uk**  
**respond.co.uk**





*Will I be  
able to go on  
holiday?*

*What will  
I be able  
to eat?*

*Will  
other people  
know?*

Whatever the question  
**Colostomy Association**  
can help

**General Enquiries:**

Tel: 0118 939 1537

**24 Hour Helpline:**

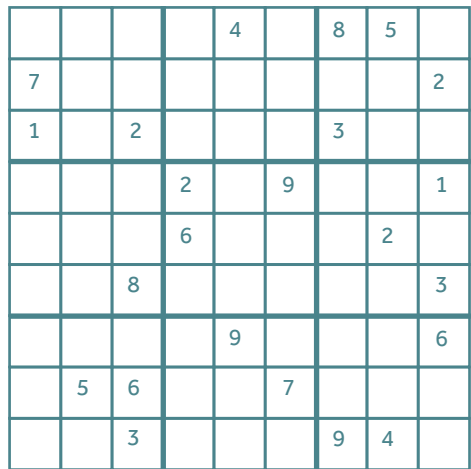
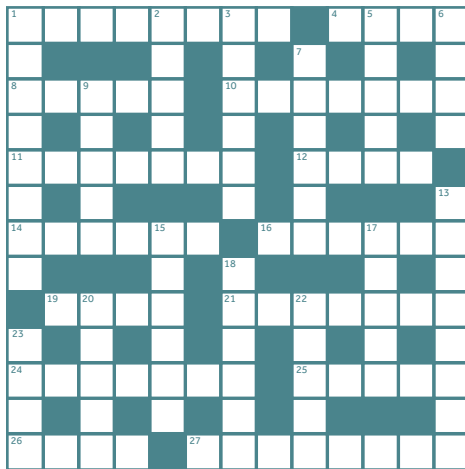
0800 328 4257

**colostomy association**  
*Helping ostomates since 1967*

**[www.colostomyassociation.org.uk](http://www.colostomyassociation.org.uk)** <sup>8</sup>

# Puzzle Page

## Crossword and Suduko



### Across

1. Consign (8)
4. Upkeep (4)
8. Majestic (5)
10. Young swans (7)
11. Svelte (7)
12. Short letter (4)
14. Music interval of eight tones (6)
16. Plant fibre (6)
19. Long narrative poem (4)
21. Kind of nonfictional prose (7)
24. Nonattendance (7)
25. Sound (5)
26. Large woody plant (4)
27. Mental state induced by suggestion (8)

### Down

1. Ridicule (8)
2. Still legally acceptable (5)
3. An extreme attainment (6)
5. Alarm (5)
6. Facilitate (4)
7. Order of business (6)
9. Outstanding (5)
13. Famished (8)
15. Empty (6)
17. Confronted (5)
18. Seldom (5)
20. Ski Run (5)
22. Public Transport (5)
23. Immense (4)

Please find the answers on page 20



**Spike, family and Respond team**

## Helping Starlight grant Spike's Wish

In 2012 Spike was diagnosed with an intestinal pseudo-obstruction and is required to use an ileostomy bag. Spike longs to be like other boys; he also wants to hide his tummy, but the only clothes available are very boring or girly and hence Spike's number one wish was to design some fun underwear.

Spike was so happy when Starlight called him with our invitation to visit the HiLINE factory in Barnsley. Spike had simply hoped that he might be able to help with the design of the underwear, but his expectations were far surpassed. Spike was thrilled to watch his very own swimming shorts being made. The family were thrilled to get to meet the seamstresses and staff from across the organisation.

"On behalf of all of us at Starlight, thank you for helping us to turn Spike's wish into the most marvellous reality and for providing his family with some wonderful memories that they will always cherish".

Sue Wildman, Head of Wish Granting & Children's Services

*"Thank you and all of your team for giving Spike such an amazing day. In his words you didn't just give him a goody bag you gave him loads of presents. He has proudly told everyone about going to your factory and spending time discussing his wishes for underwear and watching his swim shorts being made. Buttony Bear hasn't been out of his sight, he has his bag changed about 10 times a day and has even gone to school! Spike is so excited and so proud, I can't thank you enough for making him feel this important."*

*I am definitely keen to be moved over to respond and will be telling the hospital when we have a meeting on Wednesday. I know they will be excited to hear all about Spike's wish and keen to involve you in the project I have been working on with them. Hopefully I will be organised enough to print out some photos!*

*With best wishes and million thanks for the amazing wish, Nicola."*

Nicola, Spike's Mum

## Product Focus

Whether it is caring for sore skin or securing the stoma appliance to your body more effectively, we have something to cater for every problem or concern. With our natural tea tree, lavender and aloe vera-based products, you can be assured of the very best skin care solution available.

We are market leaders in stoma management solutions and for us, innovation is standard, which is why we lead and others follow.

View our product range now at [respond.co.uk](http://respond.co.uk).



## The Skin Care Range



**OstoCLEAR**  
Medical Adhesive Remover

**OstoGUARD**  
No Sting Barrier Film

**OstoCLENZ**  
No Rinse Skin Cleansing Gel

**OstoSEAL**  
Protective Powder

**OstoPEEL**  
Medical Adhesive Remover Spray

## The Security Range



**OstoFIX**  
Security Tape

**OstoFIXforty**  
Security Frames

**OstoFIXeighty**  
Security Frames

**OstoFIX40**  
HYDROAV  
Hydrocolloid Security Frames

View the product range online now at [respond.co.uk](http://respond.co.uk)

## The Odour Neutralising Range

Odour neutralising sprays and drops



**OstoMIST**  
In Pouch Odour Neutraliser

**OstoMIST**  
Odour Neutralising Spray

Lubricating gel with active odour neutralising benefits



**OstoZYME**  
Odour Neutralising Pouch Lubricant

Solidifying agent with active odour neutralising benefits



**OstoSORB**  
Odour Neutralising Absorbent Gel

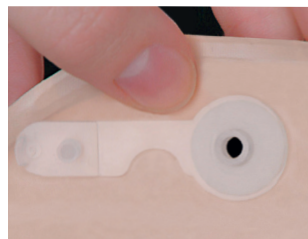
## Additional Prescription Items



**CoverSURE**  
Custom Made Pouch Covers



**OstoSHIELD**  
Stoma Protector



**Osto-EZ-Vent®**  
Ostomy Pouch Venting System

# Spot the difference

## Not all bags are colostomy bags

**65,000** are colostomates

**45,000** are ileostomates

**10,000** are urostomates

Approximately **21,000** temporary and permanent stoma operations are performed each year

\*Colostomy Association 2015

There are approximately  
**120,000**  
**ostomates**  
living in the **UK\***

# What is an ileostomy?

An ileostomy is a

**surgical procedure**

which involves removing or bypassing the whole of the

**large intestine/colon**

and diverting the small intestine through an opening in the abdomen

1



4

An ileostomy would normally be sited on the

**right hand side**  
of the **abdomen**



2

The ileostomy may be

**temporary**  
or **permanent**

5

The output is similar to that of a

**porridge consistency**

3

Many different problems may lead to the need for this surgery, including:

- ▶ Inflammatory bowel diseases such as **ulcerative colitis** or **Crohn's disease**
- ▶ **Colon or rectal cancer**
- ▶ A condition called familial **polyposis**
- ▶ **Birth defects** that involve your intestines
- ▶ **An accident** that damages your intestines or another intestinal emergency

6

People living with an ileostomy wear

**drainable pouches**

and empty this pouch

**several times a day**





# UROSTOMY ASSOCIATION

Focused support, reassurance and encouragement,  
covering all types of urinary diversion

Home or hospital visiting

Free Patient Information packs and a range of informative leaflets

Regular magazine full of up to the minute news

Comprehensive website and Facebook page



## Supporting urology professionals for 45 years

The Urostomy Association, 4 Demontfort Way,  
Uttoxeter, Staffs. ST14 8XY

Tel: 01889 563191

email: [secretary@urostomyassociation.org.uk](mailto:secretary@urostomyassociation.org.uk)

[www.urostomyassociation.org.uk](http://www.urostomyassociation.org.uk)

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# Lizzy's Story

When asked by midwives if I had a birth plan my response was always no, my experience of family and friends who already have kids is that no birth goes to plan, so rather than experience the disappointment of not having been able to experience the amazing birth I had planned, I decided I would embrace going with the flow. Quite wise I was told in response and looking back it most certainly was.

15 days overdue bringing my gorgeous son into this world meant I was induced and after a number of hours trying to give birth naturally, we resulted to forceps. Luckily in case I needed a c-section I was given an epidural. My gorgeous boy came into my world and it was explained to me that his cord was wrapped around his neck twice and so they couldn't wait for a contraction and had to get him out quick. He came out well and healthy however, the downside for me were some pretty nasty 4th degree tears. I didn't care he was fine and I had a boy, the first grandson in my family and with three girls and two granddaughters to date, my dad would be delighted. I'm told I'm off for surgery to be stitched up and due to one of my tears going quite deeply into my bowel area a specialist surgeon (who is now my hero by the way), has been brought in. In a conversation which now looking back was all a bit of a blur, he recommended a further operation the next day to have a temporary colostomy bag. The area I'm told is problematic and having the bag will give it the best chance of healing and avoid complications.

It's hard to explain how calm and strong I felt to embrace whatever was in front of me, I was a mum and **in my eyes I saved my little boys life** and I was so grateful he came out alive and well, I just knew I could handle anything. **I guess I felt like a superhero.**

The next day off I go down for my operation, I wake to see a bag on my belly like I had expected, Monday a stoma nurse will be in to see me. The nurse came and the process of learning how to cope with the bag begun. I'm not sure what I was expecting but I hadn't realised a small part of my bowel would be on my belly for me to now clean and look after. Silly I know but I had just had a baby! Even at this point I had this strength and positivity that gave me courage to face it and just get on with learning what I needed to do. I saved my baby after all. Learning to change the bag came with its challenges, leaks,

cutting the hole to the right size, finding the right bag for the shape of my stomach after having just had a baby. With amazing support from my family and the stoma nurses and midwives we conquered them. I'm off home to face it on my own.

Determined to make sure it didn't impact on my little boy I embraced it all, my first bag fill out in public and the need to change, going to mum and baby classes and meeting new mum's for the first time and of course telling friends and family without bursting into tears.

As time goes on I am nailing bag changes, getting out and about (as long as I know there is access to a disabled toilet) gets easier; I just need to be planned and organised from the moment I wake up. In kicks resentment however, I hate looking at it, thinking about it and as my family and friends debate whether the extent of my tear is an error by the medical team, I feel less and less of a superhero.

Weeks away from going back into hospital where my consultant will check if I am healed and if so, repair a reversal there and then, I am living in fear of how my resentment will make me react if I'm not healed and can't have the reversal. I want to be as strong as I was in the beginning and be positive for my little man and family, embracing whatever I need to do next and the continuation of living with my bag. Right now however the resentment is taking over and I fear it will break me.

So this is why I am here, to get me back to that positive and strong place I am going to blog about my experience to date, explore my thoughts and feelings and embrace my life as a mum with a bag. Hopefully it will not only provide me with the mental stimulation I need to get back to my superhero status but also help others who may be facing the same or similar life challenges.



## Support belts you can depend on

### Special features of the HiLINE Ez-Wrap Support Belt

- The belts are coated in Aloe Vera to moisturise the skin
- Zip pocket and additional lugs for ease of application
- The zip pocket is ideal to store a locker key or gym card or to carry a spare stoma pouch and wipes
- Anti-roll grip effect waistband
- Additional Chitosan coating provides antibacterial and odour control benefits
- Reinforced support area around the stoma
- Ideal for all sports, work, gardening, DIY etc.

Available in 3 depth options: 15cm, 20cm and 26cm depths,

Black



White



Beige



S, M, L, XL, and XXL

Bespoke sizes are available upon request



## Take control, be proactive... with the HiLINE Activ support wear range

- Designed to provide medium level hernia support or prophylactic support
- Completely hides the stoma appliance
- Provides additional support for the weight of the stoma pouch itself
- Front zip allows ease of emptying and draining of appliances without the need to remove the belt
- Inner lining is made from leak proof material so offers security and peace of mind from embarrassing accidents and leaks
- Comfortable to wear, supportive and discreet
- Soft and flexible material so does not restrict pouch functionality
- Provides the wearer with confidence and discretion to lead a normal active lifestyle
- Ideal for those who are more active through sports, swimming, work and leisure activities
- Wide Velcro fastening to allow for adjustment of the belt with an additional Velcro fastening side band for extra security and support
- Available on NHS prescription
- Available in sizes S, M, L, XL, XXL

Available in 5 plain unisex colours plus 2 women's lace options

Plain Colours:



Lace Colours:





**respond**  
making life better

## Events

### We would love to meet you

We run events and open days throughout the year, all over the country.

They're a great chance to meet with the respond team, your community nurses and other people who are living with a stoma.

So whether it's at a coffee morning, a roadshow, an open day or clinic at one of our premises we'd love to welcome you.

Visit our website to find out about our upcoming events.



You'll also find lots of information on our **facebook** and **twitter** pages, so keep in touch!

[respond.co.uk](http://respond.co.uk)  [respondltd](https://www.facebook.com/respondltd)  [@respondltd](https://twitter.com/respondltd)

If you have any further questions about open days, please give us a call on 0800 220 300 or email [hello@respond.co.uk](mailto:hello@respond.co.uk)





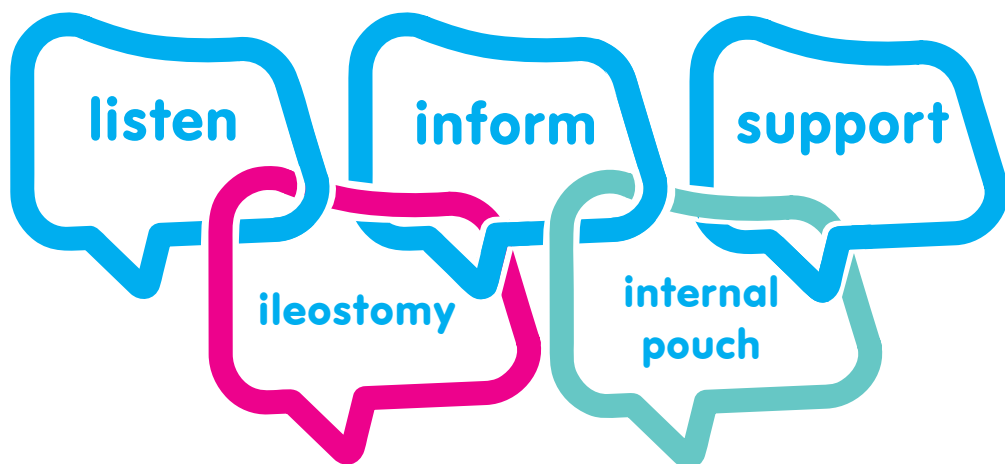
The ileostomy & internal pouch  
**Support Group**

Registered Charity



# Making support a team sport

IA supports people\* with an ileostomy or internal pouch



- ④ Visiting service enabling you to talk to someone who's been there
- ④ Literature for ileostomy or internal pouch
- ④ Network of groups through the UK and Ireland offering local support
- ④ Busy online forums offering online support



\* family, friends and carers too!

19 [www.iasupport.org](http://www.iasupport.org) | [info@iasupport.org](mailto:info@iasupport.org) | 0800 0184 724

# Puzzle Answers

## Crossword and Suduko

1	D	E	L	I	2	V	E	R	S		4	C	5	A	R	6	E
	E					A		E			7	A		L			A
8	R	E	9	G	A	L			10	C	Y	G	N	E	T	S	
	I		R		I			O			E		R				E
15	S	L	E	N	D	E	R				17	N	O	T	E		
	I		A					D			D						R
10	C	T	A	13	V	E			16	R	A	F	12	F	I	A	
	N					A			18					A			V
		14	E	20	P	I	C		21	A	R	24	T	I	C	L	E
19	V		I		A			R			R		E				N
23	A	B	S	E	N	S	E		25	A	U	D	I	O			
	S		T		T			L									U
26	T	R	E	E				27	H	Y	P	N	O	S	I	S	

3	6	9	1	4	2	8	5	7
7	8	5	9	3	6	4	1	2
1	4	2	5	7	8	3	6	9
4	3	7	2	5	9	6	8	1
5	9	1	6	8	3	7	2	4
6	2	8	7	1	4	5	9	3
8	1	4	3	9	5	2	7	6
9	5	6	4	2	7	1	3	8
2	7	3	8	6	1	9	4	5

# Spot the difference

## Not all bags are colostomy bags

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\*Colostomy Association 2015

There are approximately  
**120,000**  
**ostomates**  
living in the **UK\***

# What is a urostomy?

A urostomy is a

## 1 surgical procedure

which diverts the normal flow of urine from the

**kidneys and ureters**  
into a surgically created stoma (artificial opening)



4

## Bladder cancer

may result in

**urostomy surgery**

5

The flow of urine is continuous and a

## urostomy bag with a tap

must be worn and will need emptying several times a day



2

A urostomy is

**permanent**  
and **not reversible**

3

There are a number of reasons for a urostomy all of which are connected to

**a defect or problem with the urinary system**

which needs to be removed or bypassed

6



The bag will need to be changed every

**1-3 days**

according to personal preference

# respond

making life better

**a dedicated delivery  
and support service.**

## Simon & Caroline's story

**After joining Respond's home delivery in February, 7 year old Simon and his mum Caroline are back on track and supported every step of the way !**

Following Simon's operation in the Royal Belfast Hospital for Sick Children, his mum Caroline had a number of problems ordering and receiving Simon's prescription from their supplier. On one occasion Simon ran low on supplies and on hearing this, another patient recommended Respond Healthcare.

Caroline had never heard of Respond before, but got



in contact and was put through to Samantha Glenn in the customer support team. Samantha was able to explain how Respond could order prescriptions on Simon's behalf and deliver it directly to them. Samantha also explained about the regular order service that Caroline and Simon could use and have now joined.

## "I felt completely reassured"

Following the issues they had previously experienced, Caroline was really happy to be put in touch with Respond. "Samantha was lovely, down to earth and understanding, she listened to my concerns and was very clear about what Respond could do to help and she has certainly kept her word".

They also found the process of changing to Respond very easy. Caroline said the process was "hassle free and removed the stress I was under before".

In addition Caroline explained that she finds the service "completely simple, literally one call" and that additional benefits have been that "deliveries are discreet and left where agreed".

## "It has made a huge difference to our lives"

Finally Caroline says "I praise Respond for their Customer Service. I would recommend them to anyone in a similar situation".

## making life better

**respond might be a new name, but we have been helping make life better for thousands of stoma patients for a long time.**

Part of the family-owned Eakin Group – we have been specialists in ostomy care since 1974. We champion quality of life for people living with a stoma, putting your care at the heart of what we do. We listen to you and respond to your needs.

**0800 220 300  
0800 028 6484**

**hello@respond.co.uk  
respond.co.uk**

**Come and say hello**

**f respondltd  
@respondltd**

## signing up is easy

**step 1** - Call our friendly support team, send us an email or visit our website.

Make sure you have your full contact and GP details and the prescription items that you'd like to order to hand.

**step 2** - We'll contact your GP directly, where possible, to get your prescription. As soon as this is received, we will send your order out and be in touch.

**step 3** - Now you can sit back, relax and look forward to your parcel arriving. All our orders are sent in discreet, unbranded packaging.



# astoa®

ostomy accessories



## Astoa® product range

Barrier Cream  
Mouldable Adhesive Ring Seal THIN  
Mouldable Adhesive Ring Seal STANDARD

Adhesive Flange Extender SMALL  
Adhesive Flange Extender LARGE  
Adhesive Flange Extender WIDE

## Safe, Dry, Secure

### Prevent leaks, protect your skin and feel secure 24/7

Introducing the Astoa® accessories range - designed to prevent leaks and protect your skin, whilst providing supreme confidence and security whatever you are doing.

The Astoa® range of accessories has been created using the latest research and technological advances. Astoa® products reflect quality and innovation, with you at the heart of everything we do.



### Astoa® advanced stoma accessories

All the products listed in this brochure are available on prescription.  
For further information or to request a free sample visit [respond.co.uk](http://respond.co.uk)



The complete range of accessories

☐


HiLine support garment brochure

☐

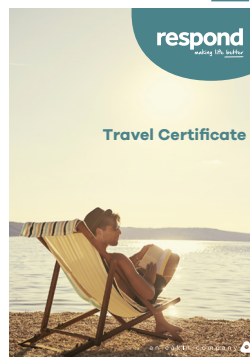

Ostomy & Incontinence Swimwear

☐

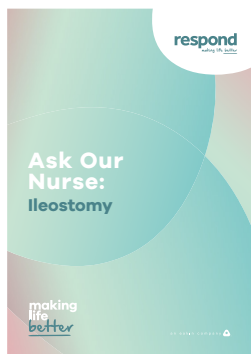

Advice when leaving hospital

☐

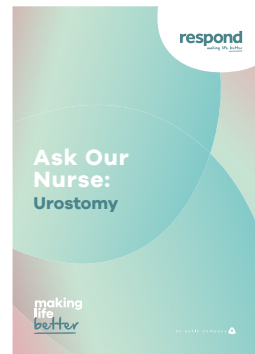

Going on holiday

☐


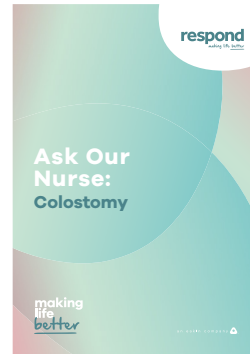
Travel certificates

☐


Support for managing your ileostomy

☐


Support for managing your urostomy

☐


Support for managing your colostomy

☐

Please send the above ticked brochures to

Name .....

Address .....

..... Post Code .....

Telephone ..... Email .....

Please detach and send to:

Freepost RTSZ-SLYE-EBTL, Respond Healthcare Ltd, Greypoint, Cardiff Business Park, Parc Ty Glas, CARDIFF, CF14 5WF

Data Protection Act 1998

The information supplied on this form will be retained by Eakin Healthcare Group on a database. The data will not be disclosed to any external sources. Please indicate here if you do not wish to hear of further products and services available from Eakin Healthcare Group ☐ CN1



**respond**  
making life better

  
**HiLINE**

We take pride in our expertly designed  
and manufactured swimwear for people  
living with a stoma or continence issues.

**0800 220 300**

[respond.co.uk](http://respond.co.uk)

 [respondltd](https://www.facebook.com/respondltd)

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# support for you

Innovative support wear

**We take pride in our expertly designed support wear, swimwear and underwear for people living with a stoma or continence issues.**

HiLINE garments are designed to provide abdominal support following bowel surgery and can be used for hernia support or as a preventative measure during physical activity.

A HiLINE garment provides comfort and discretion under the clothing, whilst maintaining a high level of support to the wearer.

**For more information or to buy online  
visit [respond.co.uk](http://respond.co.uk) or call 0800 220 300**

**27**

**0800 220 300**

[hello@respond.co.uk](mailto:hello@respond.co.uk)  
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**HiLINE**

an eakin company 

**respond**  
making life better

**We'll always  
look after  
your comfort**



**The full range of OstoMART accessories is available to sample and order on prescription.**

Whether it is caring for sore skin or securing your stoma bag to your body more effectively, we have a solution to everything.



**Visit our online store and download  
your copy of our brochure, or call us  
now on 0800 220 300**

**Respond Healthcare Ltd**

[hello@respond.co.uk](mailto:hello@respond.co.uk)

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**OstoMART**  
an eakin company

## Contact us



Contact us free on: 0800 220 300 or 0800 028 6848 (Northern Ireland)



### Manchester

2 Victoria Avenue East  
Manchester  
M9 6HB  
Direct 0161 702 3380  
Fax 0161 795 3725  
8:00am to 5:00pm Monday to  
Friday. Closed Saturday

### Scotland

9 York Place  
Perth  
Scotland  
PH2 8EP  
Direct 01738 629 395  
Fax 01738 638 090  
8:00am to 5:00pm Monday to  
Friday. 8:30am to 12:30pm Saturday

### Larne

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Ledcom Industrial Estate  
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Co. Antrim BT40 3AW  
Direct 028 282 60506  
Fax 028 282 60782  
8:00am to 5:30pm Monday to  
Friday. 08:30am to 12:30pm Saturday

### Cardiff

Greypoint  
Cardiff Business Park  
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CF14 5WF  
Direct 029 2076 7880  
Fax 029 2076 7881  
8:00am to 5:00pm Monday to  
Friday. Closed Saturday

### Peterborough

20 Phorpres Close  
Cygnets Park  
Hampton  
Peterborough PE7 8FZ  
Direct 01733 348 883  
Fax 01733 344 795  
8:30am to 5:30pm Monday to  
Friday. 8:30am to 12:30pm Saturday

### London

23 Heritage Avenue  
London  
NW9 5XY  
Direct 0208 166 4593  
Fax 0203 051 2412  
8:00am to 5:00pm Monday to  
Friday. Closed Saturday

### Ferndown

530 Wimborne Road  
East Ferndown  
Dorset  
BH22 9NG  
Direct 01202 890782  
Fax 01202 890781  
8:30am to 5:30pm Monday to  
Friday. Closed Saturday

### Nottingham

1 The Carlton Business Centre  
Carlton  
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NG4 3AA  
Direct 0115 940 3080  
Fax 0115 940 3388  
8:30am to 5:30pm Monday to  
Friday. 08:30am to 12:30pm Saturday