

A HIGHLY COMMENDED MAGAZINE

# Connect

ISSUE | 08

## Testimonial Tuesday

Pages 23-24

**'THERE IS LIFE AFTER  
ILLNESS, JUST LOOK  
AT ME'**

Read Keith's story, pages 5-6

**Winter**  
hints, tips  
and recipes

**Raising stoma  
awareness in  
Wales**

Page 1-3

**respond**  
making life better

an eakin company 



## Letter from Chris

Dear Reader,

Welcome to Issue 8 of Connect. It is the time of year when we reflect on the past year and look forward to a new year. I gave up making new year resolutions many years ago, now I set myself personal challenges. My challenges for 2019 included getting fitter and spending more quality time with my family and friends. I was thrilled with the safe arrival of my second granddaughter in May and was fortunate to go on holiday with my youngest daughter in Europe and visit China with a friend. I enjoy walking my two dogs and recently joined a local gym which is helping me achieve my challenge of getting fitter.

During the year we attended events throughout the UK, and we are always pleased to meet many of our customers showcasing our new THE CARE RANGE product range. We have extended our range of information and support booklets, for full details visit [respond.co.uk](http://respond.co.uk) or ask any of our customer service teams for information when placing your next order.

In this issue Julie Comsa tells us about a day in her life working at Respond and Hazel Brooks, our Community Nurse, brings you up to date with the support and training we provide. We have some amazing personal stories and information on the Stoma Care Associations who provide so much advice and support.

I would like to take this opportunity to thank you for choosing to have your supplies dispensed by Respond. With best wishes for 2020 from all of us.

Regards

**Chris Cochlin,**

Director of DAC Services



# Connect

## What's inside

### ISSUE 8

**1-3** Stoma awareness training

**5-6** Keith's story



*There is life after illness*

Read Keith's story pages 5-6

**7** Customer service statistics

**8** Who are the BHTA

**9-10** National customer service week

**12** Arrows

**13** Red pepper & sweet potato soup

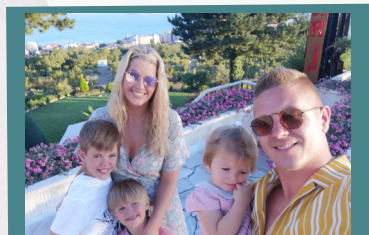
**15-16** Face of connect

**17** Halloumi & chickpea taco

**19** Winter hints & tips

**20** Stoma caddy story

**21-22** A day in the life of



*Julie Comsa*

pages 21-22

**23-24** Testimonial Tuesday

**26-27** Fiona Diamond's Story



*Celebrating a milestone birthday*

Read Fiona's story pages 26-27

**28** Apple & rhubarb crumble

**30** Arrow answers

**31** Literature

**32** Useful contacts



# stoma awareness training with Cardiff Airport

Since the last training day earlier in the year, we have been back to provide more stoma awareness training for their security and PRM (Passengers with Reduced Mobility) teams and managers, led by our Community Nurse Specialist, Hazel. It was a great day and amazing to be back in the airport discussing travelling with a hidden illness.



Keith Thomas, a local ostomate and Respond customer, and his wife, Jane, came along to help give an ostomate's perspective on travelling through the airport, which was truly invaluable and gave us all great insight into the worries and challenges ostomates may have when travelling.

The training helped to familiarise staff with the types of products an ostomate could be travelling with, and how they would feel if they were to be separated from them, as well as some medical conditions people may have. A common misconception when travelling through the security scanners is that the scanner can see your pouch (and its contents), when in actual fact it just highlights a yellow box on the body, indicating to the security staff that something is there for them to check.



The staff had the opportunity to ask questions and put themselves in the shoes of someone walking through security with a pouch. The clear message from the training sessions was that there is nothing to fear, there are initiatives taking place across most airports, Cardiff included, introducing the hidden disabilities sunflower lanyard that you can request to highlight to the staff that you may need some extra assistance or that there is something to be aware of – a great scheme helping hundreds of people with different hidden disabilities!



But if you don't wish to wear a lanyard, the security teams advice is that a quiet word or notion that you are wearing a pouch will help them, to help you, through the security process, but they understand that this is not always possible for everyone, which is why training such as the one we are providing is proving to be invaluable.

We have more training sessions coming up to help raise awareness of living with a stoma.

**For further information on the sunflower lanyard scheme, please visit:**  
[www.rnib.org.uk/rnibconnect/hidden-disabilities-lanyard](http://www.rnib.org.uk/rnibconnect/hidden-disabilities-lanyard)



Thank you to the wonderful security, PRM and management staff for taking part! We can't wait to come back in the New Year for more training!



**respond**  
making life better

**cardiff airport**   
maes awyr caerdydd

# stoma awareness training for the security team at the National Assembly for Wales

We also recently carried out stoma awareness training for the security team at the National Assembly for Wales, Senedd, led by our Community Nurse Specialist, Hazel. It was such a great opportunity to go into the Senedd and talk all things stoma with their security teams.

Upon arrival we proceeded through the security checks which consisted of going through their metal archway scanners and then with a handheld scanner (similar to the checks in the airport), whilst our bags went through the X-ray scanner. Our nurse, Hazel, had a couple of pairs of scissors in her bags for the training which were picked up on the X-ray so we had to have our bags searched also. This prompted a great discussion later on in the training sessions on how to approach searching someone's bag – to be mindful and considerate that a person may also have their medical devices (or stoma bags) with them which they may not want pulled out of their bags whilst being searched.



This discussion lead on to many others, which helped the security staff gain an understanding why someone would be carrying scissors with them.

They were also able to familiarise themselves with some other products an ostomate may be carrying with them, for example, sprays and of course spare pouches.

The training sessions prompted some great questions, discussions, and all left with a better understanding of why it is so important to show a little more consideration for people coming through with medical devices and supplies, or with an invisible illness.



# continence and stoma swimwear

We take pride in our expertly designed and U.K. manufactured swimwear.

## Continence

- Suitable for both faecal and urinary incontinence.
- Each garment has a secure and water-tight integral pant which will contain any accidents whilst swimming.

## Stoma

- Designed to give the wearer more confidence when swimming.
- Discreet internal pocket to hold the stoma pouch in place.
- Mens swimshorts are 2" higher in the waist.
- Ladies features a flattering ruched for added discretion.



**For a full price list and to buy online please get in touch today.**



**phone**

0800 220 300  
0800 028 6848 (N.Ireland)



**online**

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



**email**

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



# There is life after illness, just look at me

by Keith Thomas

Hi, my name is Keith Thomas and I am 58 years old from Swansea, South Wales. I was diagnosed in 2008 with Ulcerative Colitis after many years of not knowing what was wrong with me. Ulcerative Colitis is a condition where the colon and rectum become inflamed, causing small ulcers to develop on the colon's lining. After years of trying to control my condition with up to 20 tablets a day I was rushed into hospital one evening in May 2012. I spent 10 days in hospital whilst doctors tried to stop



my bowel from perforating - thankfully it never perforated, but I was told there was no saving my bowel and I needed an ileostomy. I was pencilled in for my ileostomy operation on 22nd June 2012, I will always remember that date as that was the day I got my life back!

I was given the option to have a J-pouch. A J-pouch is an internal pouch formed from small intestine; this pouch then provides a storage place for stool in the absence of the large intestine. The anal sphincter muscles assist in holding in the stool, then several times a day, stool is passed through the anus in the normal way. An ileostomy or a J-pouch? ... It was a big decision and I'd never met anyone with a J-pouch before. I got in touch with



# CUSTOMER SERVICE STATISTICS

We've told you about our award,  
now let's tell you why we won it!

98%

found that we listened  
and were polite



96% **respond**  
making life better

thought we provided  
an efficient service

96%

are likely to recommend  
Respond to others



97%

felt they receive a  
good service



96%

thought we answered  
queries well



96%

felt we were easy to  
speak to



97%

Felt Respond staff  
were good



Data on file



BRITISH HEALTHCARE TRADES AWARDS 2018  
NHS DAC PATIENT SERVICES

**Winner**



# Who are the BHTA?

By Steve Perry -  
Marketing and Communications Manager BHTA

Respond Healthcare is a member of the British Healthcare Trades Association (BHTA) which has a Code of Practice that has achieved approval under the Chartered Trading Standards Institute's Consumer Codes Approval Scheme and is the first for consumers in the healthcare industry.

"Our Code of Practice is at the heart of everything we do. It sets out how we expect our members to behave and offers customers reassurance that they will be dealing with a company they can trust. BHTA actively police what our members do and we offer a complaints mediation and arbitration service if things do go wrong when you have exhausted the company's complaints procedure. Our members use the BHTA logo combined with the CTSI Approved Code logo. The BHTA Code of Practice has been granted approval under the Consumer Codes Approval Scheme (CCAS), run by the Chartered Trading Standards Institute. The CTSI only approves codes that have proved effective in safeguarding and promoting the interests of consumers beyond the basic requirements of the law."

It is important to look out for the BHTA and CTSI logo when you are searching for suppliers and companies to work with in the healthcare arena. If you see the joint logo all you need to do is click on it, to be directly linked to the Chartered Trading Standards Institute website and immediately verify you are dealing with an approved code company.

Chris Cochlin Director of DAC services at Respond Healthcare feels that being a member of BHTA is especially important when a healthcare professional works with our company or recommends us to their patients or consumers, that their professional integrity is not compromised. Working to the Code of Practice ensures our company offers the best service, products and advice we can.



"BHTA represents over 400 member companies in the healthcare and assistive technology market covering a wide range of products and services. Our sections cover many healthcare fields including augmentative and alternative communications, beds and support surfaces, children's equipment, decontamination and infection prevention, dispensing appliance contractors, first aid medical equipment, independent living, mobility, orthotics and prosthetics, pressure care and specialist seating, stoma and continence manufacturers, and stairlifts."

Being part of a trade association helps companies like Respond work with other likeminded companies to improve standards and influence stakeholders within the healthcare and political systems to help shape and deliver vital services in a modern healthcare system.

The BHTA Code of Practice is available at their website at:

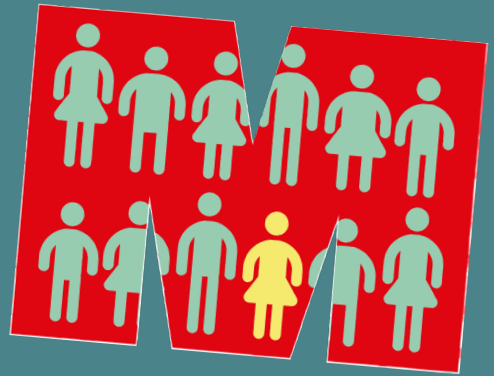
<http://bhta.com/wp-content/uploads/2018/06/BHTA-Code-of-Practice-January-2018-.pdf>

We at Respond, have been recognised by the BHTA at their national Annual Awards evening in 2018, winning the NHS DAC Patients Services award for exceptional customer feedback on our annual NHS patient satisfaction survey results, and gaining Highly Commended for our Most Effective Marketing Campaign.

# National Customer Service Week

Back in October we took part in National Customer Service Week.

Monday's theme was "Insight" – all about learning more about our teams and how we deliver to our customers. We thought for this theme it would be great to introduce you to all of our amazing teams, so that you can put faces to names!



Tuesday's theme was "Capability and Skills" – sharing insight to our company and service, and how our customers feel about us.

At Respond we are so proud of our Customer Support teams and the level of service that we provide for our customers, so we wanted to share with you all our latest annual Customer Satisfaction survey results which show our customers feel the same way!



## Monday

Insight:  
Knowing your customer and how to deliver for them



## Tuesday

Capability & Skills:  
Identifying and nurturing customer service skills in your organisation



## Wednesday

Recognition:  
Celebrate your customer service heroes



## Thursday

Leadership:  
Championing customer service in the Boardroom



## Friday

Trust:  
Building brand reputation and trust by delivering on promises

We also shared our blog post all about our Customer Experience Manager, Garry Hallett, who is responsible for ensuring our high level of customer service across all of our sites!

On Wednesday, as part of the "Recognition" theme, we wanted to share with you how all of our staff have been recognised by our BHTA partners, most recently for the exceptional feedback in our annual NHS Patient Satisfaction Survey, which we shared with you above. Here are our awards proudly on display at this year's ASCN conference.

Thursday's theme was "Leadership" and sharing information about Customer Service. We had already shown you all our statistics, so we decided it was time to share with you our customer's words!

The end of National Customer Service week's theme was "Trust" – which is important for us and our customers alike. Did you know that we have 6 promises that we make to each of our customers? We do this to show all of our customers that they can rely on us to keep providing an exceptional service.

If you have any questions or would like to discuss our award winning service give us a call on 0800 220 300 / 0800 028 6848 N.Ireland or email [hello@respond.co.uk](mailto:hello@respond.co.uk) and we'll be more than happy to help.

If you are on social media, give us a follow and keep up to date with all of our activity!

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



OSTOMATES  
DESERVE A  
LIFE LIKE  
EVERYONE  
ELSE.

Donate to help us support and empower.

To donate £1, text ColUK001 to 70201  
To donate £5, text ColUK001 to 70970  
To donate £10, text ColUK001 to 70191

# Puzzle page

## ARROWS

Clock Face		Fragrance		Cliff		Beverage	Restless In the past		Crony		Barrel Not any	
Ferocious						Requiring secret knowledge						
						Pleasant						
Alpaca		Fruit Plentiful							Ship's record Antenna			
					Scintilla Offspring					Singlet		Type of file
Small snake	Conjuring trick Sequence						Symptom of infection					
			Insane	Safe							Also	
Tree Life form				Injury		Rodent	Registers Redact					
								At the peak				
Insect		Fears Resound						Relieve		Move slightly		Ballot
			Carpet		Draw Prohibit				Label		Single	
Chaparral						Military call						
Motto	Person						Holy person					
						Grade						

Please find the answers on page 30

# Starter

## Red pepper & sweet potato soup

Prep 10 mins, cook 30 mins,  
Easy, Serves 4

### Ingredients:

- 2 sweet potato peeled and cut into chunks
- 2 red peppers washed and cut into chunks
- 2 red onions, peeled and cut into chunks
- 4 garlic cloves
- 1tsp smoked paprika
- 2tbsp olive oil
- Finely sliced spring onions for garnishing
- Cream option
- Cayenne pepper option



### Recipe card

### Top Tip

For extra creaminess add  
in some coconut milk!

### Method:



1. Preheat the oven to 200°C/390°F/gas mark 6.
2. Put the sweet potato, pepper, onion and garlic on a baking tray
3. Sprinkle with the paprika and seasoning, then drizzle with the oil & toss together
4. Roast for 30 mins or until beginning to brown. If everything isn't cooked and tender, cook them for another 10 minutes.
5. Place the vegetables with the stock and smoked paprika in a food processor and Whizz until smooth.
6. Pour back into the pan and heat until piping hot, then serve with a splash of cream, cayenne pepper and spring onions.



# £213 A DAY MEANS NURSES LIKE SHARON CAN BE RIGHT THERE WITH YOU

Macmillan Clinical Nurse Specialists (CNSs) treat and manage patient's health concerns and work to promote health and wellbeing. They use their expertise in cancer care to provide physical and emotional support for as long as its needed.

It costs £213\* per day to keep this support going.

Sharon, Macmillan gynaecology clinical nurse specialist

0300 1000 200  
[macmillan.org.uk/donate](https://macmillan.org.uk/donate)

\*Costs shown are the full cost of employing a Macmillan nurse (including oncosts such as national insurance and travel costs) in 2018.

**MACMILLAN**  
**CANCER SUPPORT**  
RIGHT THERE WITH YOU



# Face of Connect

## Amber

Follow my journey on Instagram @ambersostomy

Hey! My names Amber, I'm 22 years old and I'm a final year Product Design student from Wales.

I suffered with symptoms of Ulcerative Colitis throughout my years growing up and was eventually diagnosed when I was about 13. I began working my way through the list of treatments with little success. So, when I was 17 I underwent emergency surgery to form my stoma, with it being made permanent in another emergency surgery a couple of years later aged 19. My stoma and I have now been buddies for over 4 years and what a time we've had...





Since undergoing surgery, I've worked and, continue to work hard to live life to the full, raise awareness, push boundaries and inspire others both online and offline. I've done so many things that I'd never have dreamt of doing prior including a skydive, a half marathon, moved away to university, been to festivals, done a 10km run through London in my undies, been on multiple holidays and trips abroad each year even including a recent UNI trip to Africa – the list is endless and I feel like I'm only just getting started!

Moving forward, I hope to use my education paired with my experiences to enter the field of medical and stoma care design to create beautiful stoma care products that users are proud to wear and be associated with.



I am currently working with Pelican and Respond healthcare in tackling the stigma and difficulty of having a stoma and/or hidden disability by taking on key issues such as changing toilet signage and developing specific waste collection services in order to better the lives of ostomates.

Follow my journey on Instagram  
[@ambersostomy](#)

*Amber x*



# Main

## Halloumi and chickpea taco

To make more than a 2 person serving just double up the ingredients!

### Ingredients:

- 1/2 tin of chickpeas
- 1/2 block halloumi
- 1 tsp of cumin seeds (you can use ground), cayenne pepper and smoked paprika
- 1/2 tsp garlic granules, chilli powder, black pepper and cinnamon
- taco shells
- mixed bell peppers
- lettuce
- salsa
- guacamole
- sour cream

Thanks to Stephie aka Colitis to Ostomy blogger for sharing this stoma friendly recipe.



### Recipe card

### Method:



1. First of all you want to check for loose skins on the chickpeas I do this by putting them into a tupperware container or dish and shaking them. This helps dislodge any and makes them easier to spot and you can simply remove them. I really don't like the loose skins but they haven't done my stoma any damage it's just the texture for me.
2. Next you want to chop up your peppers in whichever way you prefer I did mine in strips. Then I diced up my halloumi and added the peppers, chickpeas and halloumi into a frying pan with a little coconut oil but you can use whatever oil you like.
3. Now the spice mix is just a case of putting them into a bowl and mixing them; if you are using the cumin seeds add a pestle and mortar then use that. Then add it into the frying pan.
4. For me personally I add tiny bits of water to prevent it from burning and ensure it coats the filling properly. I know it's ready when the halloumi is slightly squishy and the peppers are soft.
5. Feel free to warm up the taco shells in the oven as per the box instructions. Then you just start making your taco's up to your liking!



# UROSTOMY ASSOCIATION

Urostomy is different – only someone who has lived with this or any other urinary diversion can truly understand.

The place to come for the best information,  
reassurance and encouragement,

Home or hospital visiting

Free Patient Information packs

Regular magazine full of up to the minute news

Comprehensive website and Facebook page



**Dignity  
through  
Empathy**

**Supporting urology professionals  
and their patients for over 45 years**

The Uroostomy Association, 2 Tyne Place, Mickleton,  
Chipping Campden, Gloucestershire, GL55 6UG

Tel: 01386 430140

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

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





## Winter hints and tips for you...

### Eat in moderation

Dried fruit and stuffing containing nuts can be a problem for some Ileostomates, try not to overindulge too much!



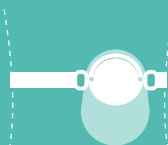
### Plan ahead

If you are going away always remember to take more pouches than you need.



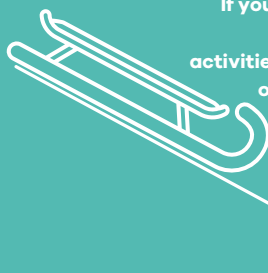
### Order in advance

Ensure you order your supplies in advance should you be going away this winter.



### Protect your pouch

If you are going to take part in any winter sports or activities, you may want to use our stoma shield in case of a bumpy landing!



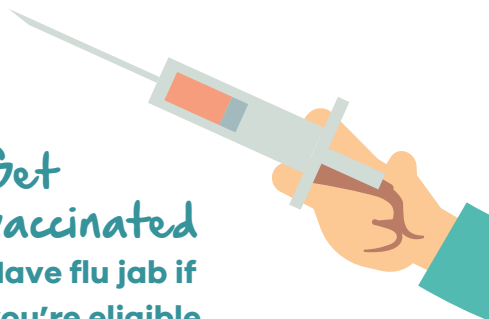
### Store sensibly

If you keep spare pouches in the car please be aware that extreme temperatures either hot or cold can affect adhesive.

**Top tip -**  
You should replace pouches stored in the car every couple of months.



Get vaccinated  
Have flu jab if you're eligible.



# STOMA CADDY STORY

By Rob Fearn

Back in 2013 I inherited a stoma following emergency surgery. So far I have been extremely lucky not to have had any issues with my stoma and I am enjoying day to day life with my new friend.

I have however had problems trying to balance all my equipment on the back of my wash basin when changing my appliance.

This is why I decided to develop the Stoma Caddy.



Never again will you have to struggle balancing your products on the back of your wash basin when changing your stoma appliance.

Stoma Caddy is a light weight flexible storage unit to help keep all your products to hand. There's a handy wet or dry wipe holder, a pocket to hold 1 or 2 spray cans, a hook for your waste bag, plus a post hook to hold your new pouch.

The unit will cling to any smooth shiny surface such as glass, a mirror, shiny glossy tiles etc without the need for adhesives or permanent fixings, so it is totally portable. Please note that Stoma Caddy will NOT cling to mat finish or textured ceramic tiles.

You can use Stoma Caddy in your own bathroom but it also makes a perfect travel companion as many hotel vanity areas have very limited space. It could be used at your place of work, hotels, caravans, motorhomes, cruise ships etc. It is ultra-lightweight and flexible and will squash almost flat into your suitcase or bag.

**To find out more visit  
[stomacaddy.com](http://stomacaddy.com)**

# A Day in the Life of Julie Comsa

UK Manager  
of Dispensing  
Appliance Services



## How long have you been in your role?

I started with Respond in 2006 as the Branch Manager of our Northern Ireland office in Larne. In 2015 we acquired an office in Perth, Scotland and I became Regional Manager looking after both sites. Earlier this year in February 2019 I took full responsibility for our care centres in England, Scotland, Wales and NI – currently managing 8 offices throughout the UK.

## What does a day in the life of a UK Manager look like?

My days can be quite varied. Most days my base is our office in Larne, however I spend a lot of time traveling around the UK offices catching up with the teams and exploring new ways to maintain and improve our service. I also spend time on building relationships with Healthcare Professionals such as Stoma Care Nurses, GP surgeries, Pharmacists, again working together to improve how we service the community more effectively.

## What are your favourite things about your job?

In my job I have the opportunity to help make our customers lives that little bit more manageable which is my favourite part. Making their transition from hospital back in the community as comfortable and easy as possible is our main priority and building relationships with our customers makes it rewarding. We often get emails, letters, words of gratitude from our customers explaining how much we have helped them, and this means so much to me.

## What makes you feel proud about working for Respond Healthcare?

I am proud to work for Respond Healthcare as I share their values and therefore believe strongly in the message we project which focuses on the customer and their experience with our service. I am proud to be part of the team that tries to make your life better.

## **Tell us about your biggest achievement in your current role to-date.**

My biggest achievement is when we had the privilege to win two British Healthcare Trades Awards in the past two years for 'Best Contribution to the Community' and 'NHS DAC Patient Services'. I am so proud that we were recognised for these activities and that I was a part of that.

## **What is the most important personal attribute that you bring to your job?**

I believe my most important attribute is being responsible – this is necessary for me to give my best not only for my employees but for our customers. Being responsible and taking on actions for my teams throughout the UK allows them to offer the best possible service knowing they can rely on me to follow through responsibly with any requirement.

## **What advice would you give to someone aspiring to get into your field of work?**

Working in healthcare allows you to build relationships and experience in a wide variety of sectors. My advice to someone looking for a job in this area is to start your practical experience anywhere relevant within healthcare as this will help with future prospects in this area. Seize every opportunity to expand on your training and knowledge through school, university, courses etc. However, make sure you gain on the job experience as well, as

these days you need the grades alongside relevant experience to get ahead.

## **How would your friends describe you?**

Sociable, reliable and funny (I hope!). I am usually the one who organises how we get together and makes sure everyone gets home! I love a good party with friends and think it is important to look after each other, after all they are the family you choose.

## **What is the best vacation you've ever had?**

In June I went to Florida for two weeks with my husband, children 9, 5 & 1, and my parents in law. We visited Disneyworld and Universal Studios. It was by far the most amazing and EXHAUSTING holiday I have ever been on. Seeing their faces light up at all the fantastic and terrifying rides really was something. So much so that we booked to go again in April 2020!

## **What was the best thing that happened to you this weekend? This month? This year?**

After the birth of my third child (finally a little girl!) in July last year I found the idea of going back to normal life, starting back to work and managing with three children quite scary. The best thing that has happened to me this year is the realisation that I can do it! Organisation is key but with a good family support I successfully manage to support a heavy job and a heavy family, and to me that's a great accomplishment.

# #TestimonialTuesday

Over the years we have received some fantastic testimonials from you, so we thought why not bring these testimonies to life.

Across our social platforms we are sharing your wonderful words. Here are a few from over the past few weeks.

## #TestimonialTuesday

**respond**  
making life better

Hello lovely people at Respond,

HUGE thank you, thank you, thank you!

I just wanted to say you guys are holiday savers and all round fantastic people. Your courier just arrived with a box for me so that I can stay with my family on holiday in Devon.

I was all set to catch the train home this morning as I was down to my last bag, but after a call from my wife to Hazel the stoma nurse at the RUH Bath she advised you might be able to help me out.

I took 30 bags with me on holiday but with different water, food and more activity than normal I have used more than normal.

*Your customer service is second to none.*



## #TestimonialTuesday

**respond**  
making life better

Fantastic customer service, staff are so friendly and very helpful!

My order comes very quickly, thank you for all your support.



#MakingLifeBetter

**NHS**  
Providing NHS services  
an eakin company



#TestimonialTuesday

respond  
making life better

I would like to send my thanks, and to congratulate you on the accurate naming of your company RESPOND, as it really lived up to it's name last week when I arranged an emergency delivery on Saturday of the products I needed.

Sincere thanks to all, and for the care and kindness shown to your anxious patient.

#MakingLifeBetter

  
Providing NHS services  
an eakin company



#TestimonialTuesday

respond  
making life better

I would like to pass on my thanks for the professional and very helpful service I have received from the ladies on the order desk during my time with a stoma bag.

They have given great advice and dealt with every phone call in both an understanding and efficient manner.

10/10. I wish all help desk calls were such a positive experience.

#MakingLifeBetter

  
Providing NHS services  
an eakin company



#TestimonialTuesday

respond  
making life better

A BIG thank you for your wonderful caring service.

I do appreciate what you do for me and nothing seems too much trouble.

You ring me each month and are so prompt and reliable. Thank you so much and all the best wishes.

#MakingLifeBetter

  
Providing NHS services  
an eakin company



If you are on social media,  
why not give us a follow?



respondltd



@respondltd



@respondltd

# AWARD-WINNING PRESCRIPTION DISPENSING SERVICE

**respond**  
making life better

We offer a reliable and convenient service putting you first and meeting all of your needs. We stock all products and will dispense within 24 hours of receiving your prescription.

## we offer..



Global  
assistance



HiLine support  
and swimwear



Language  
line



Support  
for you



Pouch  
customisation



Stock all  
products

To find out about our award-winning prescription dispensing service get in touch today



phone

0800 220 300



online

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



email

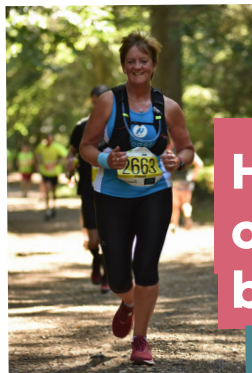
[hello@respond.co.uk](mailto:hello@respond.co.uk)

specialists in stoma  
and continence care



Providing NHS services

an eakin company 



## Fiona Diamond's story

# How would you celebrate a milestone birthday

probably not by running your first marathon!

I am raising funds for Crohn's and Colitis UK to help find a cure and hope to encourage others with these diseases to look positively to their futures.

Significant Birthdays – love them, hate them, ignore them or embrace them, celebrate or forget? My own view is that they should be embraced, and celebration is in order, being grateful to have the health to be able to achieve a significant birthday. So – how to celebrate? Riotous Party? Luxury Holiday? Shiny New Car? Magical Experience? No, none of those – Run a Marathon of course!! Yes, next year the Virgin London Marathon, as in most years, coincides (very nearly) with my birthday, and it being a significant birthday (I think 60 is fairly significant anyway!), not just for me but for the London Marathon as well being the 40th one, it has to be done!

So when I tell people, the first thing they always say is 'WHY would you do that!'. Well, because I can, and I am very lucky to be in a position that I can, or at least I can try. I will be raising money for Crohn's and Colitis UK. Having been in poor health most of my adult life with Crohn's, following major surgery 4 years ago having exhausted all other possible alternatives without success, I now feel healthier than I can remember ever feeling, and want to help others to get to this positive position, and give some hope that things can get better.

Running is probably not something that most people who know me would expect me to be doing at this stage in life, although sporty as a youngster I would never have been considered a 'natural' runner! So why am I doing it?

Back in 2013 once all 3 children had all left school and were no longer requiring the use of Mum's taxi, I looked for something that I could get involved in locally, that would be fun socially, whilst helping me keep, or at least get, fit. Probably to the surprise of most I joined a running group. I remember at the time I joined the group I was in awe of a group of girls who were about to do the Great South Run (a 10 mile run), and thinking what a great achievement and how something like that was so far out of my reach. Pretty much starting from scratch and with the help of my many supportive fellow runners, I progressed from struggling through a couple of miles to completing a 5K and then 10K with relative ease.

However, as time went on I was struggling more and more to cope with the underlying disease that I had battled with for over 35 years, until eventually in 2015 I had to stop running altogether.

I was about 21 when I was diagnosed with Crohn's disease. It is a hidden disease, that can cause stigma, fear and isolation, and many remain undiagnosed and suffer in silence. Living with Crohn's can be a daily battle, and I, like so many others managed life, silently, around the continued discomfort, pain, and fear of being 'caught out', making life out and about a continual challenge. I have never let it define me or get in the way of what has been a pretty hectic and active schedule. Drugs, procedures, tests, injections, infusions, hospital stays were commonplace over the years, but eventually in June 2015 having got to the point where leaving the house was becoming almost impossible, all drug options exhausted and ineffective, I was faced with having to make the inevitable decision – to have a panproctocolectomy operation – complete removal of the colon and rectum.

My life has been transformed – no more pain or discomfort, and I am back in control. Within 3 months of the operation I was back running, and it was at that point that I set myself the target to complete that Great South Run (10 miles, or 16K) which had seemed so out of reach, with a view to raising awareness of Crohn's. With the support of my amazing fellow runners having started from scratch again, I managed to complete the GSR in 2016, and since then have gone from strength to strength completing 2 more GSR's as well as 4 half marathons!

Running the London Marathon will be by far the hardest challenge I have faced. But before I get to race day, there are miles and miles of training runs and workout sessions to complete to make sure I am in the best position I can be in to complete it. Having support in helping me to raise money will help me along every one of those miles.

I am one of the lucky ones, no longer enduring the day to day battle, hopefully this will continue, but as a chronic condition I have to accept that one day I may be faced with further challenges. Wouldn't it be good if at some stage there could be a cure for this disease that affects more than 300,000 people in the UK. Crohn's and Colitis UK is the leading charity in the battle against this and other forms of Inflammatory Bowel Disease (IBD). Their mission is to work with all those affected by these conditions to achieve a better quality of life, improve services, and ultimately find a cure.

Follow my training blog revealing all the highs and lows of a newbie long distant runner.

<https://www.facebook.com/262-at-60-103269987799042>

Please visit my fundraising page if you feel inspired and would like to help find a cure for these awful diseases

[uk.virginmoneygiving.com/FionaDiamond2](http://uk.virginmoneygiving.com/FionaDiamond2)

# Dessert

## apple and rhubarb crumble

### Ingredients:

- tin of apples – I get the sliced apple and chop it up myself
- tin of rhubarb
- 60g sugar
- 120g plain flour
- 60g butter
- custard to top – optional



### Recipe card

Thank you to Stephie aka Colitis to Ostomy blogger for another delicious recipe. Be sure to check out her blog and other recipes at [colitistoostomy.com](http://colitistoostomy.com)

### Method:

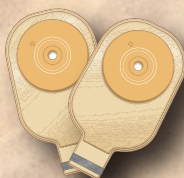


1. So you get an oven proof dish and put the apple and rhubarb into it, Give it a good stir so that it is evenly distributed.
2. Now you want to put the butter, sugar and flour into a bowl and rub together to make breadcrumbs – or you can mash it with a fork then use your fingers to break up the larger clumps.
3. Next you want to pour the crumble topping onto a grease proof paper covered baking tray. Try to have it flat and evenly spread out. Bake it for 15 minutes or until its golden at 170 c This ensures you have more of a crunchy topping rather than soggy mush from the fruit juices.
4. Next spread the crumble topping over the fruit and bake for a further 5-10 minutes. If you like having a thicker crumble ration to fruit just double the crumble ingredients! Now just serve with your cream of choice be it custard like we have, or cream or even ice cream!



# Booking the sun for 2020?

## Don't forget to pack all the essentials



**'Staying Hydrated' leaflet and  
'Travel Certificate(s)' available  
from IA National Office.**

**\* Sun not included!**



Ileostomy & Internal Pouch  
Association

Listen • Inform • Support

0800 0184 724

[www.iasupport.org](http://www.iasupport.org)

[info@iasupport.org](mailto:info@iasupport.org)

# Puzzle page

## ARROWS

Clock Face Ferocious	D	Fragrance	A	Cliff	T	Beverage Restless In the past	F	Crony	P	Barrel Not any	K		
	F	I	E	R	C	E	Requiring secret knowledge Pleasant	A	R	C	A	N	E
Alpaca	A	Fruit Plentiful	O	R	A	N	G	E	Ship's record Antenna	L	O	G	
	L	L	A	M	A	Scintilla Offspring	I	O	T	A	Singlet	N	Type of file
Small snake	Conjuring trick Sequence	M	A	G	I	C	Symptom of infection	F	E	V	E	R	
	A	S	P	Insane	Safe	S	E	C	U	R	E	Also	A
Tree Life form	E	L	M	Injury	S	Rodent	Registers Redact	L	I	S	T	S	
	C	R	E	A	T	U	R	E	At the peak	A	T	O	P
Insect	I	Fears Resound	D	R	E	A	D	Relieve	L	Move slightly	O	Ballot	
	B	E	E	Carpet	A	Draw Prohibit	T	I	E	Label	S	Single	V
Chaparral	S	C	R	U	B	Military call	T	A	T	T	O	O	
Motto	Person	H	U	M	A	N	Holy person	S	A	I	N	T	
	S	L	O	G	A	N	Grade	D	E	G	R	E	E

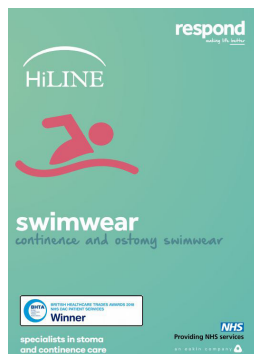
# Answers



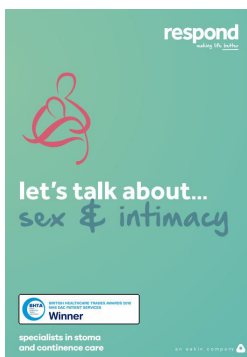
THE CARE RANGE product range

☐


support garment brochure

☐


Continence swimwear

☐


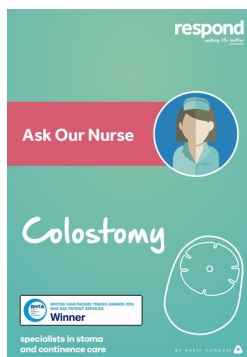
Advice when leaving hospital

☐

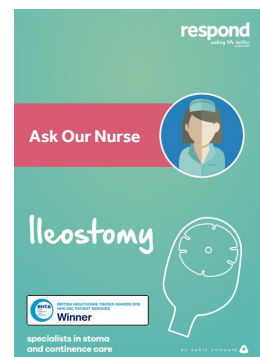

Going on holiday

☐

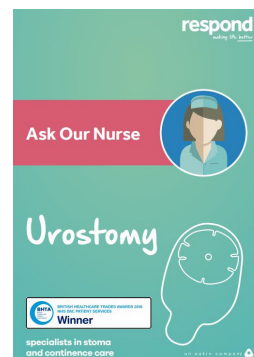

Travel certificates

☐


Support for managing your colostomy

☐


Support for managing your ileostomy

☐


Support for managing your urostomy

☐

Please send the above ticked brochures to

Name .....

Address .....

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

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

Please detach and send to:

Freeport 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 wish to hear of further products and services available from Eakin Healthcare Group ☐ C8

# useful contacts

## **Colostomy UK**

Enterprise House  
95 London Street  
Reading  
Berkshire  
RG1 4QA

T: +44 (0)118 939 1537  
Helpline 0800 328 4257  
E: [info@colostomyuk.org](mailto:info@colostomyuk.org)  
[colostomyuk.org](http://colostomyuk.org)

---

## **Ileostomy Association**

Danehurst Court  
35 - 37 West Street  
Rochford  
Essex  
SS4 1BE

Freephone: 0800 018 4724  
T: 01702 549859  
E: [info@iasupport.org](mailto:info@iasupport.org)  
[www.iasupport.org](http://www.iasupport.org)

---

## **Urostomy Association**

2 Tyne Place  
Mickleton  
Chipping Campden  
Gloucestershire  
GL55 6UG

T: 01386 430 140  
E: [info@urostomyassociation.org.uk](mailto:info@urostomyassociation.org.uk)  
[www.urostomyassociation.org.uk](http://www.urostomyassociation.org.uk)

---

## **Crohns and Colitis UK**

1 Bishops Square (Helios Court)  
Hatfield Business Park  
Hatfield  
Hertfordshire  
AL10 9NE

T: 0300 222 5700  
[www.crohnsandcolitis.org.uk](http://www.crohnsandcolitis.org.uk)

---

## **Macmillan Cancer**

87-90 Albert Embankment  
London  
SE1 7UQ

Freephone: 0808 808 00 00  
[www.macmillan.org.uk](http://www.macmillan.org.uk)

---

Speak to others affected by cancer  
and living with a stoma

[community.macmillan.org.uk/cancer\\_](http://community.macmillan.org.uk/cancer_experiences/ileostomy_and_colostomy_discussions/)  
[experiences/ileostomy\\_and\\_colostomy\\_discussions/](http://community.macmillan.org.uk/cancer_experiences/ileostomy_and_colostomy_discussions/)

**0800 220 300**  
**0800 028 6848** (Northern Ireland)



## Cardiff

Greypoint  
Cardiff Business Park  
Cardiff  
CF14 5WF

Direct 029 2076 7880  
Fax 029 2076 7881  
8am to 5pm Monday to Friday  
08:30am – 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

## Peterborough

20 Phorpres Close  
Cygnet Park  
Hampton  
Peterborough  
PE7 8FZ

Direct 01733 348 883  
Fax 01733 806 515  
8:30am to 5:30pm  
Monday to Friday  
8:30am to 12:30pm Saturday

## Ferndown

530 Wimborne Road East  
Ferndown  
Dorset  
BH22 9NG

Direct 01202 890782  
Fax 01202 031708  
8:30am to 5:30pm  
Monday to Friday  
Closed Saturday

## Manchester

2 Victoria Avenue East  
Manchester  
M9 6HB

Direct 0161 702 3380  
Fax 0161 820 4510  
8:00am to 5:00pm  
Monday to Friday  
Closed Saturday

## Scotland

9 York Place  
Perth  
Scotland  
PH2 8EP

Direct 01738 629 395  
Fax 01738 657 221  
8:00am to 5:00pm  
Monday to Friday  
8:30am to 12:30pm Saturday

## Larne

36 Curran Road  
Larne  
BT40 1BU

Direct 028 282 60506  
Fax 028 686 87999  
8:00am to 5:30pm  
Monday to Friday  
8:30am to 12:30pm Saturday

## Nottingham

97 Manvers Street  
Nottingham  
NG2 4NU

Direct 0115 940 3080  
Fax 0115 871 8097  
8:30am to 5:30pm  
Monday to Friday  
8:30am to 12:30pm Saturday