HLP Simple Continence Advice Service

Sponsored by

[Logos of North Staffs & Stoke, South Staffordshire, Astellas, FOREVERYBODY, and Healthy Living Pharmacy]
Embarrassment felt

- Incontinence can be extremely embarrassing and very difficult for a patient to openly discuss with a healthcare professional.

- In addition many healthcare professionals feel uncomfortable discussing an area of healthcare for which they feel inadequately trained.
Suffering in Silence

• Patients needlessly suffer in silence.

• Trying to cope without professional advice or a support network, and often managing with inappropriate products such as sanitary pads.

• Incontinence and other symptoms of bladder and bowel problems are medical conditions that can be treated, and in some cases cured.
Aims of Service

The project has two aims:

• Pharmacy Team Education

• Patient identification and Medication Reviews for patients with over active bladder symptoms and urinary incontinence

Practical support for existing patients and act as a gatekeeper to care for local patients.
Outcomes from Service:

- To improve self-management of continence and encourage patients to seek advice early to avoid any long term complications.

- To raise awareness of the treatments, products and help available.

- To improve access to services through appropriate signposting and referral to healthcare professionals.
## Service Delivery Outline

### 1. Target Eligible Patients

Any person buying the following products or seeking advice either for themselves or another person

<table>
<thead>
<tr>
<th>Incontinence pads, pants, care products</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mattress covers, urine bottles, intimate cleansing products</td>
</tr>
<tr>
<td>Any person seeking advice on continence products</td>
</tr>
</tbody>
</table>
Flowchart

Customer/Representative presents the medicine counter with any related continence product.

Ask customer or representative the survey questions

Continue with counter conversation. Does the product suit the customer's needs?

Outcome of survey will either lead to Pharmacist MUR or continue with counter conversation.

Proceed to checkout and complete the transaction. Give out leaflets, fluid diary information.

Discuss alternative products and make recommendations. Give out leaflets and information. Signpost to other services if appropriate.
3. Claim via Pharmoutcomes

You will receive £3.00 per consultation. We will inform you when the term will end, providing ample notification.
Resources
You will receive a pack including:

Urgency Perception Scale and Fluid Diaries and booklets.

Download posters from the Bladder and Bowel Foundation.
Create a Display! It’s what HLPs are Good at!

Attract customers attention by creating a display, here are some that HLPs did last year for the continence awareness campaign.

Good Luck with your Continence Advice Service!

Any Questions?