

NEWSLETTER

ISSUE 01
FEBRUARY 2010

WELCOME... to the first edition of Script-easy's newsletter! Within this issue there will be an introduction to the Script-easy customer service girls, an article on ISC and a recipe for a winter broth to warm us up on these cold, dark, winter days! I hope you enjoy this first edition. *Chloe Marketing Associate, Rochester Medical Ltd*

Meet the Rochester Medical Team



RICHARD TROMAN-GREEN
Territory Manager

Hello. I'm the Territory Manager covering the Anglia region for Rochester Medical.

I am very lucky to have an exciting job that is both interesting and enjoyable. My role as a Territory Manager involves meeting the needs and demands of various health care professionals and introducing them to new products and services that can have a vast positive impact on patient's lives.

I find my job enjoyable as I get to meet many professionals who all have their own interesting stories and challenges and no two days are ever the same. However, the main reason that I find my job so rewarding is having witnessed the improved lifestyle and freedom that having the right continence products can have on someone's life.

I am enjoying developing relationships and making new friends. I would like to thank everyone who I have met so far in making my job such a pleasurable one.



TRISHA BRACKPOOL
Senior Clinical Nurse Specialist

Hello. I'm a Clinical Nurse Specialist working for Rochester Medical, covering the South East of England.

A lot of my role involves making and maintaining relationships with healthcare professionals within my area who can refer their patients directly to me for advice, assessment and training on medical devices such as catheters and sheaths.

Bladder dysfunction can potentially have a devastating effect on an individual's life and that of their immediate family, leading to some people becoming house bound for fear of 'having an accident'. People suffering with a bladder complaint experience many emotions regarding their condition and can sometimes be reluctant to seek advice and help. I am very aware of this and do my utmost to ensure that patients feel valued as a person and all are treated with respect and dignity.

I feel privileged to work for a company that manufactures quality continence products and have opportunities every day to improve quality of life and enable people to really live life to their full potential.

PRODUCT NEWS



HydroSil[®] male

- Can be folded to fit neatly into a pocket or briefcase.
- Made of silicone therefore soft and comfortable to use conforming easily to the profile of the urethra.

- Has 4 drainage eyes for faster, more efficient drainage.

HydroSil[®] discreet

- Comes in discreet packaging.
- Made of silicone therefore soft and comfortable to use conforming easily to the profile of the urethra.
- Has 4 drainage eyes for faster, more efficient drainage.



FREE GIFT
WITH FIRST
ORDER

Intermittently self catheterising with HydroSil?

Sign up to Script-easy and receive your FREE catheter pouch with your first order!



+ FREE
Hand Sanitiser and Wipes
with every order!

See FREE
SAMPLE
coupon
inside

Advice and guidelines for clean Intermittent Self Catheterisation (ISC)

by Marje Millard, Continence Nurse Specialist, NHS West Sussex

What is ISC?

There may be several reasons why a person's bladder does not empty effectively. If residual urine remains in the bladder it may cause infection or other complications. Intermittent self catheterisation is a method of passing a catheter tube into the bladder to drain the residual urine and prevent stale urine collecting.

What are the benefits of ISC?

Emptying the bladder one or more times a day reduces the risk of infection and helps to prevent other complications. ISC maintains a more natural function of bladder filling and voiding. People who carry out ISC have more control of their continence and are less reliant on nursing care. ISC promotes a positive body image and helps to maintain sexuality.

How frequent should I carry out ISC?

The frequency of passing a catheter should be frequent enough to avoid over distension of the bladder. Each time the catheter is passed, the amount of urine drained is noted. The frequency of passing the catheter is then adjusted so that urine drained does not exceed 300 – 400mls each time.

What are the risks of ISC?

ISC reduces the risk of infection from the stale urine collecting in the bladder. However, if appropriate hygiene precautions are not maintained, it may in itself become a risk of introducing infection into the bladder.

How do I avoid problems?

Passing urine naturally before carrying out ISC, flushes bacteria from the urethra (the outlet from the bladder) and avoids bacteria being pushed into the bladder when the catheter is inserted.

Drinking 1½ – 2 litres of fluid a day will help to prevent urine infection.



Constipation can affect bladder emptying and make passing the catheter more difficult. Avoid constipation by eating a well balanced diet with plenty of fruit and vegetables. The fluid will also help with this.

Good personal hygiene is essential, to ensure a clean procedure for ISC. The following steps can help to ensure this:

- Always wipe from front to back when using the toilet.
 - Wash the genital area with mild soap and water and dry well with a clean towel.
 - Avoid harsh soap or perfumed products as these can cause soreness of the skin and result in infection.
 - Wash hands thoroughly, fronts, backs and between fingers and thumbs, immediately prior to handling your catheter.
 - Keep nails short and easy to keep clean.
- Be aware of signs of infection, these may include:
- Cloudy urine
 - Offensive odour to urine
 - Burning sensation when urinating or passing the catheter
 - Lower tummy pain
 - High temperature (shivering and hot flushes)
 - Constant blood in the urine

Take a urine sample to your GP surgery if you suspect infection.

If you have difficulty inserting or removing your catheter, try to stay calm. Your muscles may be tense. Deep breathing or giving a cough can help to relax the muscles. If you have continued problems seek advice.

Where to get help and advice?

If you have any questions or experience problems with ISC, contact your nurse or the local NHS Continence Advisory Service.

Winter Broth

A wholesome broth that takes just 20 minutes to warm you up in winter.

- 2 x 400g cans chopped tomatoes
- 2litres/3½ pints vegetable stock
- 4 carrots , peeled and sliced
- 2 x 420g cans mixed beans , drained and rinsed
- 175g spinach
- 1 tbsp roasted red pepper pesto

Tip the canned tomatoes into a saucepan along with the stock, bring to the boil, then turn down the heat and throw in the carrots. Gently simmer the soup until the carrots are cooked, about 15 minutes. Stir in the pulses and spinach and heat until the spinach has wilted. Spoon in the pesto and gently mix into the soup. Serve with some crusty bread.



Travel tips

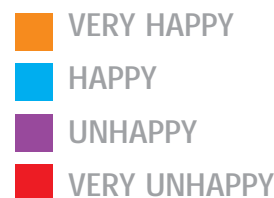
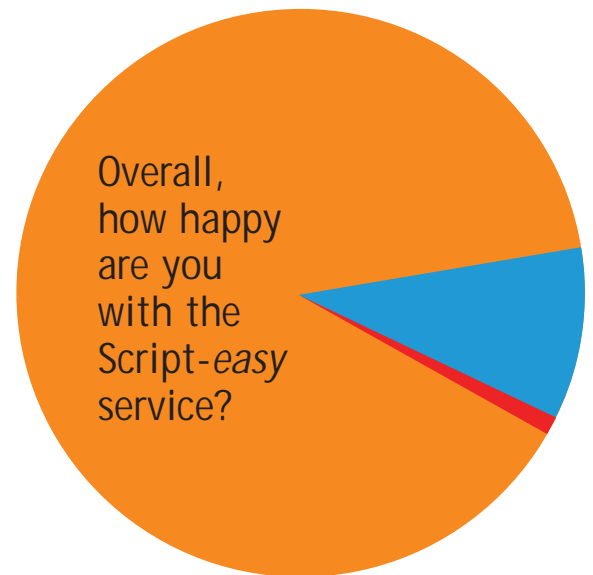


- Remember to take enough of your appliances with you for the duration of your travel. Carry some of them in your hand luggage so that they don't get lost.
- Ask your doctor or nurse for a letter or certificate explaining your appliance needs, in case of customs and/or security enquiries.
- Some suppliers may be able to deliver your appliances to your destination address or obtain them for you in an emergency. Check this before you travel and make a note of the contact number.
- Take some antibacterial gel or wipes to enable you to clean your hands and/or perineal area, in case you have no access to soap and water.
- Some countries have poor quality tap water and ISC patients may need to use bottled water if the catheters need soaking.
- Follow the manufacturer's guidelines for storage of your appliances. For catheter patients remember that tightly coiling latex or plastic catheters may damage them.
- In hot climates your skin is likely to perspire more than at home. Ostomy and sheath appliances will not stick firmly unless your skin is thoroughly dry. Remember to dry your skin to ensure that the adhesive is effective.
- For leg bag users who are travelling by plane, remember to empty your bag before passing through customs to ensure you adhere to the 100mls liquid rule and keep your doctor's letter to hand for inspection.

Questionnaire gives positive results!

Here at Rochester Medical we wanted to find out what our patients thought of our Script-easy service.

The results were really encouraging with over 99% of our patients very happy or happy with the Script-easy service!



OVER 99% OF OUR CUSTOMERS ARE HAPPY WITH THE SCRIPT-EASY SERVICE

Please tick if you would like samples of:

- HydroSil male
- HydroSil discreet
- Clear Advantage with aloe sheaths

Name

Address

Postcode

Telephone

Please return to: Freepost RRBE-SCBH-ERZT, 10 Commerce Way, Lancing, West Sussex BN15 8TA
 or telephone Chloe Kerrigan 01903 875044 or email clkerrigan@rocm.com.

How to use Script-easy

The Script-easy service is a convenient and confidential way to obtain all your prescription products in Part IX of the Drug Tariff (not medicines) each month.

Script-easy is free to you and you can be assured of a fast, reliable response to your monthly prescriptions.

How to order your supplies

1. Your nurse will register you with the Script-easy service.
2. Your nurse will tell your doctor that you will be using Script-easy and we will liaise with the surgery to obtain your prescription.
3. Script-easy will deliver your prescription products promptly to your home in discreet packaging.

Contact us: Rochester Medical Ltd, 10 Commerce Way, Lancing, West Sussex BN15 8TA
www.rocm.co.uk



Meet the Script-easy Customer Service Team

BACK ROW

Phillippa Warrington
 Danielle Paine
 Sarah Brunton
 Liane Nicholls
 Sophie Weller

FRONT ROW

Kathryn Dale
 Kathy Hall
Customer Services Manager
 Kim Lawrence
Customer Services Supervisor