

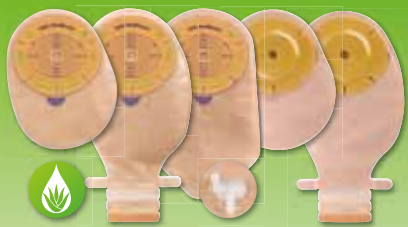
# OSTOMY

WINTER 2021

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## TO CONTRIBUTE ARTICLES/FEEDBACK

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# Hello From The Clinic



## APPLIANCE SCHEME PHARMACEUTICALS

*Reprinted with permission from Janet Forsyth, Retired STN and Clinic.*

Australia leads the world in supporting ostomates through the Stoma Appliance Scheme by providing pouches and ostomy-associated pharmaceuticals to stoma association members free of charge. However, since its inception the scheme has continued to grow in the range and sophistication of products, with a resultant increase in cost to the Australian taxpayer. The annual cost of the scheme is around \$100 million with associated pharmaceuticals accounting for about one third of this cost.

We can't take for granted that the scheme will continue to be fully subsidised by the Government when these costs continue to grow. To protect our scheme we must all do our bit to reduce unnecessary costs. You can assist and do your part by only ordering what you require for secure and comfortable management of your stoma - not the maximum quantities available.

Stoma Therapists regularly see people using products they don't necessarily need to use. This can

**IT IS RECOMMENDED**  
that no more than the  
current month's supply  
with a one month reserve  
should be held.

**PRODUCTS**  
**DO DETERIORATE**  
as they become out of  
date or if not stored  
correctly. Any reserve  
stock you have should be  
turned over each month  
so it is always in date.

cause harm to the skin or may complicate stoma management, resulting in pouch changes becoming more of a chore than needs to be. It may be necessary to use some products for a period of time after surgery but perhaps not long term. A yearly check-up on your stoma and associated management by a Stoma Therapist is recommended.



*Following is a list of products that are commonly mis-used or over-used with a short explanation of what is considered correct use of each, irrespective of brand names. It is not intended to be a complete list of available pharmaceuticals. These products provide significant benefits for some so there will be exceptions to these guidelines and will be dependant on your specific needs.*

## IF IN DOUBT CHECK WITH YOUR STOMA THERAPIST!

### Paste



Paste is not glue but is normally used to fill skin creases or crevices either immediately around the stoma or the surrounding skin (peri-stomal skin) to minimise any potential leakage under the pouch.

### Seals

Seals can often be used instead of paste to fill skin creases or crevices to minimise potential leakages. May also be used to encourage some protrusion of an otherwise flat stoma that may be a contributing cause of leakage under the pouch.



### Remover Wipes/ Sprays



Remover Wipes/ Sprays assist with the removal of adhesive build up on peri-stomal skin. Should be used sparingly and not usually needed for daily use. Incorrect or over use may impair the adhesion of your new pouch.

### Powder



Powder may be used safely on the stoma for any signs of ulceration. It is of no advantage on surrounding skin unless the skin is weepy or raw; it is then used sparingly and covered with barrier film to allow adequate adhesion of pouch.

### Appliance Belts



For use with pouches that have belt tabs at each side. Some people wear a belt for extra security during sport or activities. Stomal Therapists often suggest a belted pouch for those with a flat or retracted stoma. The belt can assist in preventing leakages under the pouch by creating a little pressure around the stoma to flatten abdominal creases or encourage stoma protrusion.

## Skin Barriers



Skin barriers maintain the integrity of the peri-stomal skin however with the improvements in the quality of adhesives over the years the barriers are not usually required. If required they should be used sparingly.

## Cleansing Lotion/Wipes



Cleansing Lotion/wipes allow for cleaning of peri-stomal skin when water is not available.

## Adhesive Extenders



Adhesive extenders extend the area of adhesive on the pouch and assist with adhesion over an uneven abdominal surface.

## No Sting Barriers

For use on red or sore skin (hence the name no sting) most often due to some leakage under the pouch. Again should only be used sparingly and usually short term. Should not be required on an ongoing daily basis.



## Deodorants



Deodorants: to neutralise odour from the contents of the pouch. The lubricating type may assist in ease of emptying pouch and to ensure contents get to the bottom of the pouch.

## Solidifying Sachets



Solidifying sachets turn loose stools or liquid stoma output into gel. May assist in minimising risk of leakage especially at night. These require a one off approval from your STN or registered practitioner (search Deodorant and Absorption Gelling Sachets Authorisation Form).

## Support Garments



Support Garments Pants/Belts are used to reduce the risk of developing a stomal hernia or to manage an existing hernia.

Speak to your Stomal Therapist for more information about the most suitable type and the correct fitting for you.



Stoma  
Skin  
Soul



Feeling comfortable  
in your own skin

Lauren, Stoma Advocate

## NovaLife TRE ostomy barriers are designed to help keep your skin naturally healthy

- Stay in place, yet easy to remove
- Help absorb stoma output and perspiration to protect your skin
- Help protect the skin from digestive enzymes by maintaining the right pH level of the skin



Flat • Soft Convex • Convex • 2 Piece

For more information about NovaLife TRE skin barriers  
and to order a free sample, please call Customer Care  
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Prior to use, be sure to read the Instructions for Use for information regarding Intended Use, Contraindications, Warnings, Precautions, and Instructions.

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## WHAT HAPPENED TO ME & WHY I HAVE AN ILEOSTOMY

*"I wrote poems and prose about it at the time,  
but that's more for those who saved my life then..."*

As to 'the big C' so many people assume is relevant, well, it was a 'C', but not the one most people think of. Mine was colitis, not cancer, though there were many who just assumed it was bowel cancer. In fact, a lot of colostomies result from that, but they also can develop, as mine did, because of complications from colitis, specifically in my case ulcerative colitis. I had never heard of it before getting it, but it can be quite severe.

Mine was a long story of misdiagnoses; the wrong script from a guy who, understandably, we dropped as our GP after all this was over; and basically the mistake of not picking it up and not doing enough to stop it through chemical treatment early enough. Result: I collapsed and went into intensive care in Bathurst, where we lived at the time, in February 1996. A week or so later, when they couldn't help me any longer, I was ambulated by car to RPA, Royal Prince Alfred Hospital in Sydney. It's a teaching hospital also, and became well known later for a very successful TV series here in Australia called 'RPA'. Now that WAS reality television.

My first entry into the stoma world was meant to be temporary. My first operation in March '96 should have removed the ulcerated part of the large colon and enabled a later resection to hook me up again, but that was not to be.

I first shared a room the nurses had affectionately labelled 'Bluey's Room'. There was no doubting. The title was posted on the door. Bluey's real name was Fred Stone. We shared stories about all manner of subjects and listened to the cricket. When he died, at age 96, right beside me in that eponymous room, I was sad, but at age 55 myself, I never dreamed I might be next. A few days later I nearly was next, collapsing on the floor in what was now no longer Bluey's Room, only mine. Sue - the first of many nurses who would help me over the next two months to restore my life to some semblance of normality, albeit a partially disabled one, told me later she could hear the thud from halfway down the hallway.

When I woke up, drugged to the eyeballs, I remembered nothing. As I was to learn eventually, after 10 semi-hallucinatory days in the





Intensive Care Unit, I had been hemorrhaging and had developed septicemia. I recalled then that I had noticed pinkish colouring in my 'temporary' bag the day after Bluey had died, but, as it was a weekend and the doctor wasn't coming again till Monday, I ignored it. Such is the stupidity of silence with things we think about but do nothing about!

After 10+ days in ICU I was transferred, luckily, to a single room in another building of the hospital. (It helps to be on a private health fund.) Unable to move for a long time, I had been given up for dead, but three months later, I surprised everyone with my Swedish heritage stubbornness and emerged, over 30 kilos lighter.

I came home from RPA minus my entire large colon. Plus they had had to remove an extra metre or so of my small intestine. That's why I have had, since then, a permanent ileostomy, one of a more severe nature than many. It is quite different from a colostomy even though the principal is the same. Basically, it means a hell of a lot of trips to the loo and some, though fortunately not too many, dietary considerations.

Having previously been a full time, very active teacher, that year I had taught so far for only about three weeks. I didn't go back until the following new school year in February 1997. I lasted a term, sort of, and then cut my losses and

sought an early medical retirement. As it turned out, that was a mistake but at the time the system I worked for was not helpful at all (except in expediting my early retirement). They offered no alternative to full time face to face teaching. My wonderful surgeon, Tony Eyers, who basically saved my life, had told me it would take at least two years to 'recover' sufficiently for the stresses and strains of full-time work. That was time I didn't have, though I believe I could have handled an office job until I had fully recovered as much as I was going to be able to. The result was a much-reduced superannuation and a return to casual (substitute) work a few years later in order to supplement our less than originally anticipated income in our dotage.

My condition was also a hindrance to travel and resulted in lots of missed opportunities. For the first 24 years I had felt unable to travel overseas - specifically to go home, which for me was in California, to be with my USA family. Luckily, given what 2020 wrought, I dared the deal, though not without considerable trepidation, and at Christmas 2019 made it pay off. Fully 7 weeks of renewing relationships with distanced family and lifelong friends, all the while conscious of my sometimes less than cooperative innards. It was a challenge. And yes, sadly my stoma did, as we say 'play up' at times, especially near the end of the trip when I had to spend three days in an American hospital.

Nearly as disappointing as not travelling home was missing out on nine straight overseas tours of Australian high school student leaders and advisers to the USA & Canada, an initiative I had originally developed for International Youth Year in 1985 but only then, in 1998 was first realized. Those tours and a special international conference - a first - in Sydney (ISRC 2000) were carried out by the professional organisation I had also helped develop, PASTA (Professional Association of SRC Teacher Advisers). I was still very much involved, but my physical condition inhibited actually travelling with our overseas representatives.

I'm not complaining about the condition. It happened and I had to live with it or die. Thanks to my wife and the support of my family and colleagues, as I approach my 80s decade, I still do live with it. Things still occasionally go wrong but I long ago ceased worrying much about it. If I have an accident, well, I have an accident. Deal with it folks. Disabled? Well yes, though you can't usually see it. Better put this way: I simply have a condition that I had no choice over and my ability to get around at all requires some understanding on your part.

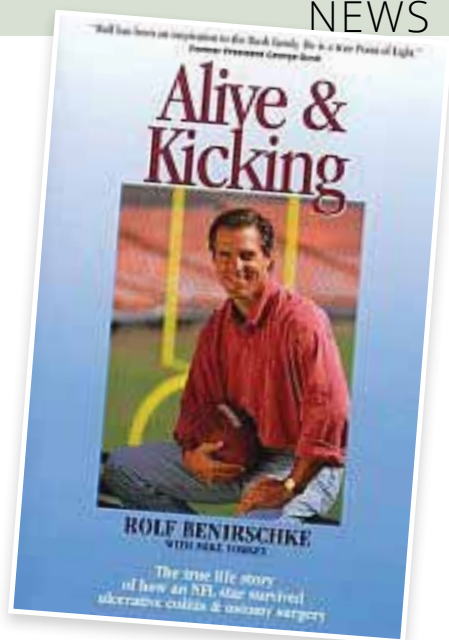
As my only and elder brother in the USA said wisely at the time: "It's still better than the alternative". I mean, well, while the 'alternative' would have meant I wouldn't be taking up your valuable time with all these stories, I trust your indulgence in reading them is genuine.

My brother also told me to read former USA gridiron football player Rolf Benirschke's book called *Alive and Kicking*. It was published in 1996 when, as Wikipedia says "his almost-famous quote: 'It's not what you become, it's what you overcome' was first observed." The following website link is recommended if you want to learn more:

<https://www.healthcentral.com/article/nfl-player-rolf-benirschke-ostomy-awareness>

There. I hope I've clarified my medically life-altering experience. I wrote poems and prose about it at the time, but that's more for those who saved my life then. For my 'second life' this past quarter of a century. Or for those who are really keen on medical details, or stories of wonderful doctors and nurses and ancillary staff, even some surprising patients. If I feel cheeky, I might inflict one in particular on you. Later. You see, some years later I did have a separate urinary tract problem which, because of a misdiagnosis by a doctor at Bathurst Base Hospital, led to three shall we say 'unusual' weeks at Bloomfield Mental Hospital in Orange. But that's another story in itself. Ah well, I do have all this time for writing, right. Isn't getting older fun!! (That's a joke, right. A joke!)

Thank goodness for doctors and nurses, even if we complain about the treatment we sometimes receive and the costs we incur. I would like to end with a dedication to Gastro-Intestinal surgeon Dr. Tony Eysers, who saved my life, to Stoma specialist Leslie



*'It's not what you become,  
it's what you overcome'  
was first observed.'*

Everingham - in 'Funny Girl' musical hall parlance, *'she taught me everything I know'*. About stoma care that is. And to Sue, the nurse who found me dying on the floor one day, and Dave who, months later, quietly but forever taught me to recognize what I didn't think I'd ever do again – stand up and walk tall. More recently in my journey, thanks to David Croft, organiser of the Wagga Stoma Support group, for his friendship and support to me and others in the community.

**Charles L. Kingston**  
**68 Gladstone Street**  
**West Wyalong NSW Australia 2671**  
**(02) 69723404 / 0413 503824**  
**charlesrustyredway68@gmail.com**

## KEEPING UP YOUR FLUIDS IN WINTER

*We may think of dehydration being a Summer issue, but even in Winter ostomates are prone to some degree of dehydration - particularly if you have an ileostomy*

Spending long periods in an over-heated room, sitting in the sun to get warm, getting too warm in bed with an electric blanket or heavy doona, or avoiding drinking fluids because they seem unappealingly cold can all lead to some dehydration.

Many other things can also contribute to dehydration such as the consumption of caffeine and alcohol, illness, some medications, exercise, increasing age, forgetfulness etc.

### What happens when we are dehydrated?

Being dehydrated means your body does not have sufficient water to function properly. Our bodies send out clear signals telling us we need to do something about increasing our fluid intake. This starts with thirst and a dry mouth but if we miss these early warnings, other warning signs and symptoms include:

- Dry nasal passages
- Dry or cracked lips
- Dark-coloured urine
- Headaches
- Lethargy
- Mood changes and slow responses
- Weakness
- Tiredness
- Confusion and hallucinations

The Australian Dietary Guidelines recommend that we drink plenty of water. The amount of fluid your body needs each day depends on several factors, such as your gender, age and physical status. Most adults need 8-10 cups per day. This includes all fluids, but it's preferable that the majority of intake is from plain water because it does not contain kilojoules and is best for hydrating the body. If the idea of cold water doesn't appeal in winter you might prefer to get some of your intake from hot drinks (preferably without caffeine), soups or delicious and juicy winter citrus fruit.

If you feel ill with one or more of the above dehydration symptoms try drinking a half to a full glass of water – you will most likely find yourself improving within 30 minutes.

If you have any concerns that you may be susceptible to dehydration make sure you discuss the problem with your Stomal Therapy nurse or GP.

We have previously published this recipe for “St Mark’s Electrolyte Mix (from St Mark’s Hospital in the UK) which has helped many people who are particularly prone to dehydration

due to intestinal loss. It should be made up fresh on a daily basis, and sipped throughout the day.

1 Litre of tap water  
6 Level teaspoons (20g)  
of sugar or glucose  
Half a level teaspoon (3.5g)  
of sodium chloride (salt)  
Half a level teaspoon (2.5g)  
of sodium bicarbonate

Mix this altogether until powder is dissolved. Keep chilled to improve the taste and maybe add some lemon flavouring.

**Heather Hill**







## BEWARE SCAMS TARGETING AUSTRALIA POST CUSTOMERS

These days we all need to be alert to the possibility of scam communications – whether by phone, email or even text messages. It seems that some scammers are getting more cunning at masquerading as legitimate businesses. At best these scam attempts are annoying, and at worst they can cost us time, money and stress.

So it's timely to let ONL members know about a couple of scams that are circulating among Australia Post customers. We are not aware of any ONL members who have been affected by this scam, but the potential is certainly there for us to be tricked.

Australia Post has been made aware of fraudulent emails and text messages that are circulating advising customers of an update for a shipment and prompting them to click on a link to pay a fee or requesting customers to authorize the delivery of a parcel by clicking on a link. If you receive one of these messages around the time you are expecting your order to arrive from ONL then for a moment or two you might wonder what's going on!

### How would I know if I have a scam message?

When your parcel leaves ONL via Australia Post you have already paid the full cost of delivery. We won't send your delivery out if you have not

paid your postage balance and we will be contacting you direct if you ever do need to pay us. So there is never a charge to be paid on a parcel that has been dispatched from ONL.

Similarly, Australia Post says they will never email, call or text you asking for personal or financial information or a payment.

Usually if you look carefully at a scam email or text message there is something odd about it. Always check the sender details – is there something odd about the email address, website link or logo? If it seems odd, it probably is and you should not click on any links in the message.

Australia Post suggests that you report a suspicious email or text message that appears to be from Australia Post to **scams@auspost.com.au** and delete it immediately. You can read more about Australia Post scams on their website at this location: *Personal>About us>About our site>Online security, scams & fraud>Scam alerts*. They also have advice on what steps you can take to protect yourself if you have accidentally clicked on a suspicious link.

If you receive a suspicious message like this around the time you expect to receive your order from ONL and you are worried about it you can always give us a call to make sure your order is coming.

**Stay alert – but not alarmed!**

Create a secure seal

to help prevent leakage

with an Adapt CeraRing™



Adapt CeraRings are infused with ceramides to help protect the skin

Code	Product Description
	<b>Adapt CeraRing Flat Rings</b>
8805	Standard thickness – 4.5mm
8815	Slim thickness – 2.3mm
	<b>Adapt CeraRing – Round Convex Rings</b>
89520	20 mm – can be stretched to 25 mm
89530	30 mm – can be stretched to 35 mm
89540	40 mm – can be stretched to 45 mm
	<b>Adapt CeraRing – Oval Convex Rings</b>
89601	22 x 38 mm
89602	30 x 48 mm
89603	38 x 56 mm



**Choosing the right Adapt CeraRing will depend on your stoma size and the surrounding skin.**

**Call Customer Care to determine which size is best for you and order a sample.**

**1800 880 851**

**[www.hollister.com.au](http://www.hollister.com.au)**

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**3 Boxes**

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**Ostomy Care**  
*Healthy skin. Positive outcomes.*

# Hello member,

## We thank you for your continued support in what has been a difficult year for many.

Despite the many challenges that 2020 presented, we have continued to support our 6,354 members delivering over 39,000 parcels, development of our website, published journals and online forums for members to connect via to support each other.

Last year, the provision of a specialist Stomal Therapy Nurse service from our premises in Kirrawee was suspended with the retirement of our long-standing nurse and coinciding with COVID-19 restrictions.

We also suspended our Education Days in 2020 and we intend re-commencing these in the second half of 2021.

### Please help support our Stomal Therapy Nurse Clinic and Scholarships

The Stomal Therapy Nurse (STN) is a specialist and trained Registered Nurse who provides face-to-face support to our members. This support ensures people living with a stoma lead perfectly healthy and social lives without the fear of their stoma limiting their life.

The STN Clinic costs **\$30,000** annually to run, which includes specialised technology, salary and materials required to ensure a functioning medical service.

Each year ONL provides up to \$5000 per scholarship to encourage more STN's in our health community.

Payment options are detailed over the page. Should you require any additional information or assistance, contact our Member Service Officers on [02 9542 1300](tel:0295421300) or email [orders@ostomynsw.org.au](mailto:orders@ostomynsw.org.au).

Thank you for your continued support of Ostomy NSW!

Yours truly,

*Stephen Lardner*  
General Manager



### How you can help

A requirement of the Department of Health (DoH) Stoma Appliance Scheme (SAS) is that all members of our association pay an annual Stoma Appliance Scheme access fee. Your SAS fee and Medicare funding covers only 60 per cent of our total operating costs. The balance of our funds is sourced from generous donations and bequests from our members like you, family and friends.

**DONATIONS**  
**\$2 or more**

— Fully tax deductible

*Please consider adding a **\$10, \$50 or other amount donation** to your membership this year. This will ensure that our members will continue to receive a specialised service to help our members living with a stoma.*

<https://ostomynsw.org.au/donate>



## Payment Options

Name					Member No.		
Type of SAS Access Fee	<input type="checkbox"/> Full	<input type="checkbox"/> Concession	<input type="checkbox"/> Postage	<input type="checkbox"/> Donation			
Membership Required	\$70 p.a	\$60 p.a	\$39	\$10   \$50   \$			
Total amount \$							

### Payment Method

- ☐ Online  
☐ Cheque  
☐ Money Order  
☐ Credit Card  
☐ EFT

Online with your order:

[https://ostomynsw.org.au/order\\_form18.php](https://ostomynsw.org.au/order_form18.php)

EFT Payments to  
BSB 112-879 Account No. 456643389

Ostomy NSW Limited  
Identify your payment with your

**Name and Member Number**

Name on Credit Card

Credit Card No

Expiry Date

CVC

## Update Member Details / Add Associate Member

Name			Member No.	<input type="checkbox"/> Add as Associate Member	
Residential Address	Unit / No. and Street	Suburb	Postcode		
Delivery Address	Unit / No. and Street	Suburb	Postcode		
Email:			Mobile:		

If you have received a new Medicare card or Pension card in the last 12 months, please contact us with the new details or complete the information below and send it to us.

Medicare Number	Position on Card	Valid To
Pension Number	Valid To	

### Membership Fee Notice 2021

The annual fee for the 2021/22 financial year is \$70 per annum (Stoma Access Fee \$60 and ONL fee \$10), or \$60 (Stoma Access Fee \$50 and ONL fee \$10) per annum for concession card holders.

### Due Dates

The SAS access fee is due for payment by 30 June 2021 and prior to any orders being despatched after 1 July 2021. If you have already paid this fee, we thank you for your support and no further action is required. If not, this is a courtesy reminder, so you continue to receive your appliances in a timely manner.

**Associate memberships** are available for \$10 per annum for family, friends, and carers who wish to be kept informed but do not require appliances.



*On 26 June 2021,  
Stomal Therapy Nurses (STNs),  
and many people with stomas,  
throughout the world will  
celebrate*

***Norma N. Gill Day,***  
*it seems fitting to give members  
a little background  
to this wonderful  
and memorable lady.*

On June 26th 2021 (had she still been alive) it would have been the 101st birthday of Norma N. Gill. Norma was one of the founders of stomal therapy nurses, WCET® (World Council of Enterostomal Therapists). Before Norma became involved in the care of stoma patients, like many of the readers of this Newsletter, Norma had a long and problematic history of bowel disease which warranted surgery and a permanent ileostomy.

Norma was born in Akron, Ohio. After graduating from High School Norma married at 18 and subsequently had 3 children. At the age of 28, Norma began to have serious complications to her health, being afflicted with life threatening and incapacitating illness, including very severe leg ulcerations. Norma was finally diagnosed with ulcerative colitis which became progressively worse and in 1955, at

the age of 34, she underwent surgery (an abdominal perineal resection, total colectomy and end ileostomy). This was performed by the Chief of Colorectal Surgery, Rupert NB. Turnbull Jr. MD at Cleveland Clinic. By 1958, Norma had made a miraculous recovery.

Rupert Turnbull realised that he could perform this relatively new ostomy surgery, but WHO would help people cope with life with a stoma? He offered Norma a full-time position at the Cleveland Clinic as the world's first ET and in 1961 they opened the first school of enterostomal therapy at Cleveland Clinic. The first students were patients, family members and a few health care professionals.

Both Rupert and Norma were visionary in their belief that there was a need for specialised nursing care to help in the rehabilitation of patients who had





**Norma's husband, Heather Hill (left) and Norma Gill at home in Canada 1990.**



**Heather Hill (left) and Norma Gill in Sweden, 1988.**

undergone surgery with the outcome of living with a stoma. Consequently, enterostomal therapy nursing was founded in the 1970s. It is now in many countries throughout the world and continuing to grow. However, Rupert Turnbull and Norma N. Gill continue to be frequently referred to as the Father and Mother of Enterostomal Therapy.

Through my years of involvement with the WCET I met Norma many times and count those as "golden hours" in my life. What a woman she was and her legacy of caring and teaching will never fade.

Much has been written about Norma, in articles, papers and books since she died in November 1998, but I will conclude by quoting a succinct passage I once read years ago, and kept, but have no idea who penned this perfect picture of her.

*".... she found the strength to look beyond her own situation to recognise the needs of others in similar circumstances. Norma firmly believed that ostomy surgery should be a stepping stone to an improved quality of life rather than a sentence to a life of depression, isolation, rejection, and shame. Norma was a leader with vision, creativity and innovation. As the founder and first President of the World Council of Enterostomal Therapists (WCET) she is internationally acknowledged as the first Enterostomal Therapist in the world."*

**Heather Hill AM**  
Stomal Therapy Nurse (retired)

# STOMAL THERAPY SERVICES - (NSW &

*Any errors or omissions please email Heather Hill at  
heathermaryhyde@yahoo.com OR phone: 0422 204 497(M)*

## SYDNEY METRO AREA

### **BANKSTOWN-LIDCOMBE, FAIRFIELD & BRAESIDE HOSPITALS**

Fiona Le STN

Phone: **(02) 9722 8000** (pager) 28380

Direct number **(02) 9722 7196**

### **BLACKTOWN & MOUNT DRUITT HOSPITALS**

Lesley Jack CNC STN.

Phone: **(02) 9881 8000**

Pager 7610 Mon to Fri.

### **CAMPBELLTOWN PRIVATE HOSPITAL**

Lisa Howarth STN

42 Parkside Crescent, Campbelltown.

Phone: **(02) 4621 9111**

### **CONCORD HOSPITAL**

Ian Whiteley NP.

Anne Marie Lyons CNS.

Roger Riccardi CNS.

Phone: **(02) 9767 6761**

### **HORNSBY HOSPITAL**

Michelle Noon CNC Stomal Therapy

and Wounds. Phone: **(02) 9477 9184**

### **HURSTVILLE PRIVATE HOSPITAL**

Linda Zhang STN (Mon-Wed)

Trish Doherty CNS (Wed-Fri) (on maternity leave)

**(02) 9579 7865**

### **KAREENA PRIVATE HOSPITAL**

Kelly Taylor RN STN. Mondays and Fridays only.

86 Kareena Road, Caringbah NSW 2229.

Phone: **(02) 9717 0000**

### **LIVERPOOL, CAMPBELLTOWN AND CAMDEN HOSPITALS**

Phone: **(02) 8738 3408**

Mobile: **0419 224 662**

Dianne.hooper@health.nsw.gov.au

Lu Wang CNS 2.

Lu.wang@health.nsw.gov.au

Erin Wagner

Erin.wagner@health.nsw.gov.au

Mobile: **0417 026 109**

Erin Wagner STN

Erin.wagner@health.nsw.gov.au

### **MACQUARIE UNIVERSITY HOSPITAL**

Colette Craft CNC STN

Colette.craft@muh.org.au

Phone: **(02) 9812 3484**

Kenneth Salazar CNS STN

Kenneth.salazar@muh.org.au

**(02) 9812 3484**

### **MATER HOSPITAL**

Johanna Ward STN.

johannaward24@gmail.com

Mobile: **0401 532 108**

Julie Choi STN

Phone: **(02) 9900 7381**

Email: Julie.choi@svha.org.au

### **NEPEAN PRIVATE HOSPITAL**

Nothabo Ndowni STN

Phone: **(02) 4732 7333**

Phone the Banksia Ward and leave a message.

### **NEPEAN PUBLIC HOSPITAL**

Naomi Houston CNS STN.

Phone: **(02) 4734 1245**

Email: Naomi.Houston@health.nsw.gov.au

IF URGENT: phone **(02) 4734 2000** and

request a page.

### **HAWKESBURY HOSPITAL**

Sauna Smith STN.

Phone: **(02) 4560 5555**

### **NORTH SHORE PRIVATE**

Johanna Ward STN.

Phone: **(02) 8425 3540**

### **NORWEST PRIVATE HOSPITAL**

Sharon Mallary STN

Phone: **(02) 8882 8882**

Sharon.Mallary@healthscope.com.au

Kieran Zaballa STN

Kieran.zaballa@healthscope.com.au

Phone: **(02) 8882 8882** for an appointment.

### **PRINCE OF WALES**

Julie Abraham CNC (pager 44220)

Lisa Graaf CNC (pager 44403)

Jo Di Blasio CNC Mon & Tues (cover K. Wykes)

Katherine Wykes

Office direct: **(02) 9382 3869**

# ACT) DIRECTORY AS AT FEBRUARY 2021

## **SYDNEY CHILDREN'S HOSPITALS**

Alison Kennedy STN (pager 44253)  
Sydney Children's (02) 9382 1627  
\* For ALL pages ring: (02) 9382 2222

## **PRINCE OF WALES PRIVATE HOSPITAL**

Mandy Richardson CNC.  
Phone: (02) 9650 4470 for an appointment.  
Sharon Mallary Stomal Therapy / Wound Management CNS. (Maternity leave to Feb 2019)  
Phone: (02) 9650 4470 for an appointment.  
Sharon.Mallary@healthscope.com.au

## **ROYAL NORTH SHORE HOSPITAL**

Betty Boles CNC (Mon-Tue)  
betty.boles@health.nsw.gov.au  
Kathryn Bolton CNC (Wed-Fri)  
Phone: (02) 9463 2824 (Pager 41244)  
Fax: (02) 9463 2082.  
Email: Kathryn.Bolton@health.nsw.gov.au

## **ROYAL WOMEN'S HOSPITAL**

Jenny Duggan STN  
0417944297

## **ROYAL PRINCE ALFRED HOSPITAL**

Colleen Mendes CNC/STN  
colleen.mendes@health.nsw.gov.au  
Betty Boles CNS (Wed-Fri)  
betty.boles@health.nsw.gov.au  
Phone: (02) 9515 7280 (02) 9515 6111 (page)

## **RYDE HOSPITAL**

Tanya O'Hara Would/Stomal Therapy CNS.  
(on Long Service Leave)  
Lisa Naylor (cover for Tanya O'Hara)  
Mon and Thurs. Phone: (02) 9858 7987

## **ST GEORGE PRIVATE HOSPITAL, KOGARAH**

Kerrin Hammon CNS.  
Frances Day STN  
Phone: (02) 9598 5342 (direct)

## **ST GEORGE PUBLIC HOSPITAL**

Daniela Levido CNC  
Anne Mamo CNS  
Deborah Dutchak CNS  
Melanie Perez  
Phone: (02) 9113 3519 or  
Pager: (02) 9113 1111 page 224  
Email: Daniela.Levido@health.nsw.gov.au

## **ST VINCENT'S PRIVATE HOSPITAL**

Office: (02) 8382 7010

## **ST VINCENT'S PUBLIC HOSPITAL**

Mark Murtagh CNC.  
Phone: (02) 8382 2671  
Phone: (02) 8382 1111 (pager 6158)

## **STRATHFIELD PRIVATE HOSPITAL**

Maureen O'Shannessy CNC.  
Phone: (02) 9745 7444

## **SUTHERLAND HOSPITAL**

Joan Walsh CNC.  
Mon to Thurs, 8am – 4pm  
Phone: (02) 9540 7111 (pager 473)

## **SYDNEY ADVENTIST HOSPITAL**

Glenda Flew CNS  
Sandra Cryer CNC STN (Relieves when necessary)  
Kerrie Whitson CNC STN 0419 285 113  
Phone: (02) 9487 9111  
Email: StomalTherapy@sah.org.au

## **WESTMEAD CHILDREN'S HOSPITAL**

Charmaine (Chary) Richards  
CNC Stomal Therapy/Wound Management.  
Phone: (02) 9845 2148 or  
Email: Charmaine.Richards@health.nsw.gov.au

## **WESTMEAD HOSPITAL**

Fiona (Lee) Gavegan CNC.  
Phone: 0409 962 111 or  
Fiona.Gavegan@health.nsw.gov.au  
Karen Shedden CNC.  
Phone: 0427 127 795 or  
Karen.Shedden@health.nsw.gov.au  
Phone: (02) 8890 5555  
(page 22888 or 27904).  
Call the answering service on (02) 8890 7969  
if unable to contact via pager.

## **ILLWARRA AND SOUTH COAST**

## **BATEMANS BAY & MORUYA HOSPITALS**

Trena O'Shea CNS STN (Clinical Co-ordinator)  
Phone: (02) 4474 2666  
Servicing Monaro, South Coast & Southern  
Tablelands.  
trena.Oshea@health.nsw.gov.au

## **WOLLONGONG HOSPITAL**

Julia Kittscha CNC  
Phone: (02) 4222 5303 or 0414 421 021  
Julia.Kittscha@health.nsw.gov.au

# STOMAL THERAPY SERVICES - (NSW &

## **WOLLONGONG PRIVATE HOSPITAL WARD 4 SOUTH**

Helen Richards CNC. Mondays only.  
Phone: **(02) 4286 1000** Fax: 4286 1312

## **BEGA COMMUNITY HEALTH CENTRE**

Julie Metcalf CNS STN.  
8:30am – 4pm Mon-Thurs.

Phone: **(02) 6491 9800**

Please leave your name & phone number on the answering machine for a return call.

Email: [julie.metcalf@health.nsw.gov.au](mailto:julie.metcalf@health.nsw.gov.au)

P O Box 173, Bega NSW 2550

## **NOWRA COMMUNITY HEALTH CENTRE**

5 – 7 Lawrence Ave, Nowra 2541. Stomal Therapy Clinic. Mondays by appointment.

Phone: **(02) 4424 6300**

Or Fax: (02) 4424 6347

Brenda Christiansen STN (Mon- Friday, Clinic).

## **RAMSAY PRIVATE NOWRA**

Liz McLeod

Phone: **(02) 4421 5855**

## **CENTRAL COAST**

**CCLHD-STOMALTHERAPY@health.nsw.gov.au**

*Is the new email for the Central Coast LHD, north of Sydney it includes Gosford, Wyong, Woy Woy, Terrigal and Toukley etc.*

*Deb Day, Mary Cuzner and I will access the email if you want to refer clients residing in the area.*

## **GOSFORD DISTRICT HOSPITAL**

Debbie Day CNC.

Sharon Gibbins

Mary Cuzner

Annika Leyshon, Emma Cutugno (relief)

Phone: **(02) 4320 3323** 8am to 4pm Mon-Fri.

## **GOSFORD PRIVATE HOSPITAL (SURGICAL WARD)**

Karen McNamara, STN

Dee Coulton (Reliever) **4324 7111**

## **NEWCASTLE REGION**

### **CALVARY MATER HOSPITAL**

Tess Richards CNC.

Jane Fifield STN

Lara Riley STN

Phone: **(02) 4014 4815**

[stomaltherapy@calvarymater.org.au](mailto:stomaltherapy@calvarymater.org.au)

KellieRussell

[Kellie-anne.russell@calvarymater.org.au](mailto:Kellie-anne.russell@calvarymater.org.au)

## **JOHN HUNTER HOSPITAL**

Jenny O'Donnell CNC.

Karen Cole STN

Mitchell Eddington

Phone: **(02) 4921 3000**

[HNELHD\\_JHHStomal@hnehealth.nsw.gov.au](mailto:HNELHD_JHHStomal@hnehealth.nsw.gov.au)

## **HUNTER VALLEY PRIVATE HOSPITAL**

Alison Lincoln STN.

Phone **(02) 4944 3777**

[Alison.lincoln@healthecare.com.au](mailto:Alison.lincoln@healthecare.com.au)

## **LAKE MACQUARIE PRIVATE HOSPITAL VACANT**

Phone: **(02) 4947 5362** Mon to Thurs.

## **LINGARD PRIVATE HOSPITAL**

Alison Lincoln STN.

Phone **(02) 4969 6799** for an appointment.

[Alison.lincoln@healthecare.com.au](mailto:Alison.lincoln@healthecare.com.au)

## **MAITLAND PUBLIC HOSPITAL**

Fabia Fiveash CNS STN

[Fabia.fiveash@hnehealth.nsw.gov.au](mailto:Fabia.fiveash@hnehealth.nsw.gov.au)

Mimi Wilson STN.

[Remedis.wilson@hnehealth.nsw.gov.au](mailto:Remedis.wilson@hnehealth.nsw.gov.au)

Please Phone: **(02) 4939 2000**

Available Mon to Fri.

## **MAITLAND PRIVATE HOSPITAL VACANT**

Phone: **(02) 4931 2304**

## **NEWCASTLE PRIVATE HOSPITAL**

Jill Fairhall STN CNC.

Phone: **(02) 4941 8741**

## **WALLSEND COMMUNITY HEALTH VACANT**

Nash Street, Wallsend.

Phone: **(02) 4924 6100**

## **NORTH COAST**

### **COFFS HARBOUR COMMUNITY NURSING HEALTH CAMPUS**

Mandy Hawkins CNC, STN/Continence.

Phone: **(02) 6656 7804**

Serving the towns of Coffs Harbour, Dorrigo, Bellingen, Macksville and Woolgoolga.

### **GRAFTON BASE HOSPITAL**

Robyn Paterson STN.

Phone: **(02) 6640 2222**

[Robyn.Paterson@health.nsw.gov.au](mailto:Robyn.Paterson@health.nsw.gov.au)

# ACT) DIRECTORY AS AT FEBRUARY 2021

## **GRAFTON COMMUNITY HEALTH**

Anne Onions STN. Mon, Tues & Fri.  
Phone: **(02) 6641 8200**  
Anne.onions@health.nsw.gov.au

## **LISMORE BASE HOSPITAL**

Margaret McKee STN CNC.  
Belinda Sams CNS for in-hospital.  
Phone: **(02) 6620 2850**  
Ed Cooke STN for all out-of-hospital ostomy patients.  
Phone: **(02) 6621 3252**.  
Outpatient service also available on Tues & Fri.

## **LISMORE COMMUNITY HEALTH**

Jane Kulas STN CNS (Stoma, Wound & Continence).  
29 Molesworth Street, Lismore.  
Phone: **(02) 6620 2967** or Fax: (02) 6620 2963

## **MACLEAN DISTRICT HOSPITAL AND COMMUNITY HEALTH**

Please contact Grafton or Lismore

## **MANNING HOSPITAL (TAREE)**

Karla MacTaggart STN.  
Naomi Case STN  
Phone: **(02) 6592 9469**  
Available: Tues, Wed and Thurs. Serving towns & communities between Wingham, Forster, Tuncurry, Taree, Harrington, Gloucester and Bulahdelah.

## **PORT MACQUARIE BASE HOSPITAL**

Jeanie McCarroll STN. Mon & Wed  
Mobile: **0427795765** Phone: **(02) 5524 2439**  
or **(02) 5524 2000** pager 1140.  
Office in Surgical Ward 2C.  
Jeanie.McCarroll@health.nsw.gov.au

## **PORT MACQUARIE AND KEMPSEY COMMUNITY HEALTH CENTRES**

Maria Emerton-Bell STN CNC.  
Phone: **(02) 6561 2790**  
Casey Luke STN RN Phone: **(02) 6588 2731**  
Serving towns and communities between Laurieton, Port Macquarie, Kempsey, Wauchope, South West Rocks and Stuarts Point.

## **PORT MACQUARIE PRIVATE HOSPITAL**

Phone: **(02) 6582 9660**

## **ST VINCENT'S HOSPITAL (LISMORE)**

Debbie Flick STN.  
Phone: **(02) 6627 9448** or **(02) 6627 9449**

## **TWEED COMMUNITY HEALTH CENTRE**

Lisa Clare Stomal/Continence Advisor.  
Phone: **(07) 5506 7828** or **(07) 5506 7540**  
Lisa.Clare@health.nsw.gov.au  
Covering Tweed Heads Hospital & Communities from the Tween NSW/QLD border to Bangalow.

## **NEW ENGLAND**

### **TAMWORTH BASE HOSPITAL**

Robin Skillman CNC  
Phone: **(02) 6767 7733** (office direct) or  
Phone: **(02) 6767 7700** & page 29604 for assistance or an appointment.  
Serving towns and communities between Tenterfield, Boggabilla, Mungindi, Moree, Wee Waa, Quirindi, Armidale, Walcha, Uralla, Guyra, Bundarra, Tingha, Glen Innes, Emmaville, Ashford, Warialda, Inverell, Bingara, Barraba, Boggabri, Manilla, Gunnedah, Tamworth, Werris Creek, Nundle.

### **NARRABRI COMMUNITY HEALTH**

Lavinia (Alvin) Hill  
**(02) 67992800**

## **WESTERN NSW**

### **BATHURST HEALTH SERVICE**

Louise Linke NP.  
Phone: **(02) 6330 5676** | Fax: **(02) 6330 5742**  
louise.linke@health.nsw.gov.au  
Howick Street Bathurst  
Serving Bathurst, Orange, Parkes, Forbes, Cowra, Lithgow, Condobolin and surrounds.

### **BROKEN HILL BASE HOSPITAL**

Shirley Victory (Resource person only)  
Phone: **(08) 8080 1642**

### **DUBBO BASE HOSPITAL**

Thulisile Moyo STN  
thulisile.moyo@health.nsw.gov.au  
Hannah Mines  
hannah.mines@health.nsw.gov.au  
Phone: **(02) 6809 6926**  
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# STOMAL THERAPY SERVICES - (NSW & ACT) DIRECTORY AS AT FEBRUARY 2021

## **GRIFFITH BASE HOSPITAL VACANT**

Phone: **(02) 6969 5555 Ext 695**

## **GRIFFITH COMMUNITY HEALTH**

Raye Martin STN

Phone: **(02) 6966 9903**

raye.martin@gsahs.health.nsw.gov.au

## **ORANGE HEALTH SERVICES**

Joe Webster STN.

Phone: **(02) 6369 7455**

Joseph.Webster@health.nsw.gov.au

## **ORANGE AND REGIONAL NURSING SERVICE**

Phone: **(02) 6362 6184**

## **WAGGA WAGGA RURAL REFFERAL HOSPITAL**

Naomi Smith

Phone: **(02) 5943 2444 or 0412 324 136**

## **YOUNG MERCY CENTRE**

Contact Community Nurses

Phone: **(02) 6382 8444**

Serving Young, Harden, Cootamundra,  
Boorowa, Grenfell and district.

## **CANBERRA AND DISTRICT**

### **ACT COMMUNITY HEALTH CARE**

Clare Love CNC.

Phone: **(02) 6205 2147**

### **BELCONNEN HEALTH**

Cheryl Jannaray CNC.

Phone: **(02) 6205 1201**

### **CALVARY HOSPITAL (CANBERRA)**

Marree Pegrem STN.

Phone: **(02) 6201 6045**

## **CANBERRA HOSPITAL**

Kellie Burke CNC.

Phone: **(02) 6244 2222** then page Stomal  
Therapist

## **COOMA HEALTH SERVICE**

Vicki Black STN

Phone: **(02) 6455 3222**

## **COOTAMUNDRA HOSPITAL**

Raylene Godvier

Phone: **(02) 6942 1861 or 0419 123 508**

## **QUEANBEYAN COMMUNITY HEALTH CENTRE**

Jo Morgan STN

Phone: **6150 7144 or 6150 7670**

Visits patients in Queanbeyan & Yarralumla areas.

## **ALBURY/WODONGA**

### **ALBURY WONDONGA HEALTH SERVICE**

Rosaline Watson STN.

Both Albury (NSW) & Wodonga (VIC) Hospitals.

Located Albury Hospital, Borella Rd, Albury. 2640

**Phone: (02) 6058 4444**

(hospital switch) Pager 416.

Rosaline.Watson@awh.org.au

### **ALBURY WODONGA PRIVATE HOSPITAL (AWPH/ASG)**

1125 Pemberton St., Albury 2640

Gerardine O'Brien STN.

Phone: **(02) 6022 4350 or (02) 6021 7111**

gerardine@alburysurgical.com.au

*Any errors or omissions please email Heather Hill at  
[heathermaryhyde@yahoo.com](mailto:heathermaryhyde@yahoo.com) OR phone: 0422 204 497(M)*

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## Department of Health Expression of Interest



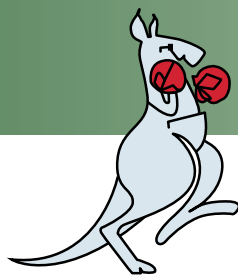
In October 2020 the Federal Department of Health issued a Request for Expression Of Interest (REOI) to all interested parties associated with the Stoma Appliance Scheme. There was a timetable from Health that any decisions to make changes may occur in 2021, and subject to:

*“Ostomates should note that there will be no changes to the Scheme as a result of this process. The purpose of the REOI is to gather information only. Any changes to the Scheme as a result of a (future) tender process requires Government consideration and information about any changes would be communicated to all ostomates and other stakeholders well in advance to ensure understanding of implications or any changes in supply arrangements.”*

(Health website, November 2020).

The pre-qualified tender process was scheduled to commence in early 2021, pending Government decision.

It is now June 2021 and there has been no indication from Health that any tenders will be released. This is not to say changes will not happen, this is an update to our members as promised. If or when we know more, please keep an eye on our website for updated information.



# 2021 REGIONAL

*Note: at the time of printing, many support groups have paused due to COVID-19.  
Please contact the organiser before planning a trip to the meeting venue.*

## BANKSTOWN AREA

- Dates:** 1st Wednesday every 2nd month  
July 7th, September 1st, November 3rd
- Time:** 10:00am to 12:00pm – morning tea
- Address:** Revesby Workers Club, 2B Brett Street, Revesby, Ph 02 9772 2100
- Access:** Close to public transport and lots of free parking
- About:** A stoma support group hosted by Bankstown Hospital STNs for you and your family - everyone welcome.
- RSVP:** Please RSVP for catering purposes to your Bankstown Hospital STN or Clare Jacobs on 0400 921 901 or [aucldo@coloplast.com](mailto:aucldo@coloplast.com) for further information.

## ST GEORGE AREA

- Dates:** 3rd Tuesday of every month 15th June and 20th July
- Time:** 10:00am to 12:00pm – morning tea
- Address:** Ramsgate RSL Club, Ramsgate Road and Chuter Avenue, Sans Souci NSW 2219
- Access:** Close to public transport and free parking
- About:** Everyone welcome – please RSVP for catering purposes to your STN or Clare Jacobs on 0400 921 901.

## SHOALHAVEN SUPPORT GROUP

- Dates:** 30th June Ulladulla Civic Centre,  
25th August Nowra Showground Pavilion,  
24th November Nowra Showground Pavilion,  
8th December Ulladulla Civic Centre.
- Time:** 2:00pm
- Address:** Nowra Community Health Centre, 5 - 7 Lawrence avenue Nowra
- Access:** The contact is Brenda Christiansen STN CNC. Ph. 02 44246300  
[e. brenda.christiansen@health.nsw.gov.au](mailto:brenda.christiansen@health.nsw.gov.au)

## NEPEAN EDUCATION STOMA SUPPORT GROUP

- Dates:** 25th June, 3rd September, 26th November -  
Pending Covid-19 Restriction hospital clearance.
- Time:** 2:00pm to 3:30pm – afternoon tea
- Address:** 63 Derby Street, Penrith (University of Sydney Medical School)
- Access:** The building is opposite Nepean Hospital's Emergency Department. Enter via the side path to the Clinical School's Outpatient waiting room. Please wait until 2:00pm when you will be directed to the meeting room.
- Parking:** Either on the street or in the multi-storey car park on Somerset Street, Kingswood (free for pensioners for the first 3 hours)
- About:** Family and friends are most welcome.  
Any enquiries please contact Naomi Houston on 4734 1245



# INFORMATION MEETINGS

## **SOUTH WEST SYDNEY AND LIVERPOOL STOMA SUPPORT GROUP**

**Dates:** Thursday 17th June, Thursday 30th September and Thursday 16th December

**Time:** 1:30pm to 3:30pm

**Address:** Campbelltown Catholic Club, 20/22 Camden Rd, Campbelltown NSW 2560

**Contact:** Erin or Lu on (02) 8738 4308, or Bernadette 0412 222 566

## **ILLAWARRA OSTOMY INFORMATION GROUP**

**Dates:** 9th June, 11th August, 13th October, 15th December (Christmas luncheon. Venue to be advised)

**Time:** 10:00am to 12:00pm

**Address:** Education Room, Figtree Private Hospital, 1 Suttor Place, Figtree

**Contact:** Helen Richards CNC STN Wollongong Private Hospital phone: 42861109

Julia Kittscha CNC STN Wollongong Hospital mob: 0414421021 office: 42551594

julia.kittscha@health.nsw.gov.au

## **BOWRAL STOMA SUPPORT GROUP**

**Dates:** 3rd Tuesday; 20th July and 23rd November

**PENDING due to COVID-19 restrictions.**

**Time:** 1:00pm to 3:00pm Everyone is welcome!! Please RSVP 1 week prior.

**Address:** Bowral Bowling Club, 40 Shepherd Street, Bowral

**Contact:** Lu Wang & Erin Wagner Stomal Therapists, Liverpool Hospital—(02) 87384308 or Clare Jacobs 0400 921 901 / aucldo@coloplast.com.

## **CANBERRA ACT SUPPORT GROUP**

**Dates:** 2nd Tuesday every month - **PENDING due to COVID-19 restrictions.**

**Time:** 10:00am to 12:00pm

**Address:** Venue to be confirmed when the sessions re-commence

**Contact:** Your Stomal Therapy Nurse or Clare Jacobs on 0400 921 901 or aucldo@coloplast.com for further Information. Everyone is welcome . Please RSVP for catering purposes.

## **BEAT BLADDER CANCER**

**Dates:** Last Tuesday of every month

**Time:** 7:00pm to 8:30pm

**Address:** Macquarie University Hospital,  
3 Technology Place, Macquarie University

**Contact:** Adam Lynch, President BEAT Bladder Cancer 0421 626 016

### UPDATE TO MEMBERS – ONE YEAR AFTER THE FIRE

We celebrated (or commiserated) the one-year anniversary of our building fire on 3rd May 2021. We have been well-settled in our temporary premises, and this article is to provide an update of the next 6 to 12 months.

The temporary premises have suited our needs and continue to provide a good working environment for our pick and pack process. With the easing of restrictions due to Covid-19 we applied to the Sutherland Council to open our pick-up facility. At the time of writing, the council has not approved the counter re-opening, as they view this as a retail function, for which our site is not zoned. We have appealed this decision and their assessment is pending. We have set up a facility to allow for pick-ups for when our appeal is successful. We will announce any changes on our website.

The future of our owned building at 555 Princes Highway Kirrawee that is impacted by the fire is a longer-term solution. There are delays from the insurer in paying the claim impacting all owners, not just ONL. Following the police investigation, the cause of the fire has been assessed as accidental. It was not assessed where it began, only that it was the top floor of our building. The strata plan has engaged a legal firm to assist with providing all necessary information to have our claim settled. It is expected this may take another 12 months before we can begin to rebuild on the site.



We have committed to our temporary premises until November 2021 and there is a possibility to extend beyond this time. We are mindful of the importance of offering a full service to our members which includes postal deliveries, pick-ups and our stoma clinic. We continue to offer support on the phone, via emails and communications on our website, this journal, Facebook page and inserts with your parcels.

*Our members have offered  
our team tremendous  
support and encouragement  
over the past year.*

We have continued to provide the same service to our members whilst maintaining around 90% of orders being dispatched in 3 or 4 days, and received by you within our goal of 8 to 10 working days. Our suppliers have delivered to us daily and in a timely manner to keep our orders processing through. We thank you sincerely for your support, understanding and encouragement over the past 12 months. Please continue to support us over the next 12 months whilst we make key decisions relating to the support of our members.

A sincere thanks from the staff, volunteers, directors and manager.

# Experiencing leakage? Or has your body shape changed?

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## *Bodies change over time...*

Walton first experienced leakage soon after getting his stoma in 2017. The reason was simple. After surgery, his body changed, and the appliance he was using no longer fit.

Walton's story is not uncommon. In fact, data shows that just over a third of people living with an ostomy have an outward body profile.<sup>1</sup> SenSura Mio Concave offers a solution with a design that fits bulges, curves and hernias - ensuring a secure fit during everyday movements.

After five months of using SenSura Mio Concave - designed specifically for curved body profiles - Walton enjoys peace of mind, no matter the situation.

SenSura Mio Concave has fit zones in both the centre zone and outer rim. These provide a flexible grip so the baseplate stays in place during movement.



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1. Ostomy Life Study 2018/19, CPQC, CPPProf, Full publication

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