



Atos Care
Your journey





Welcome to Atos Care

Our mission is to help make life easier for people living with a neck stoma. We understand that having a tracheostomy can be life changing and we want to be here to support you every step of the way.

In this booklet you will find information about the support we offer, how to contact us and most importantly how to place an order for your ongoing medical supplies.



Please remember to fill out and return the following forms:

- **Consent** - See page 18
- **Contact preferences** - See page 19
- **Electronic prescriptions** - See page 20

The Circle of Care

We understand that after your operation, you need more than just products to help you live your life fully. Trust, time and care are more important than ever. The Atos Circle of Care is our comprehensive support service to help you.

1 Best Start: Get off to the best start in life after a tracheostomy. This is the start of your journey with Atos Care.

The Best Start programme helps you transition from hospital to home, including adjusting to your new condition, understanding your new products and getting into good routines.

- Enhanced support for your first six months from our Welcome Team of CQC Registered Nurses
- A welcome pack and a welcome call
- Practical tools and equipment to make life easier, including a complimentary care bag containing a range of helpful items
- Regular liaison with clinicians for joined up care





2

Connection Hub: Stay connected to those who know and understand.

Get comfortable with your new life and stay connected to those who know and understand. Connection Hub includes:

- A dedicated Customer Care Representative
- Personalised service - you choose how and when you hear from us
- A specialist nursing service, regulated by the CQC, to support you adjusting to your new daily routines, working closely with your NHS clinicians
- Educational events in the community for people with similar experiences
- If at any stage of your journey you need more support you can always be referred back to your Best Start Nurse

3

Care Delivered: Bringing the right products and care your way.

The right products for your needs, right when you need them.

- Easy and convenient ordering
- Optional convenient monthly reminders
- Electronic Prescription Service
- Rapid, reliable delivery
- Discreet packaging
- Convenience orders by subscription



Best Start Nursing team

At Atos Care, we have a team of in-house Nurses to help support you adjust to life with your tracheostomy.

Our Atos Care Best Start Nursing team work closely with you and your healthcare professionals to understand your individual needs and can provide support via video or phone calls, text messages, emails or a home visit; allowing you choice and flexibility.

Your Best Start Nurse will explain how the ordering process works and discuss the most convenient way for you to order moving forward.



Our Best Start Nurses and Field Nursing Team have received accreditation from the Care Quality Commission; an independent regulator of Health and Social Care in England and Wales which ensures that services are safe, effective, compassionate and high quality.

Inspected and rated

Good



How we can help you:



**Support
pre-surgery**



**Specialised
and trained
Customer
Care**



**Home visits
with
specialist
clinical team**



**Caregiver
support**



**Product
support**



**Digital
resources**



**Community
support
and events**

Customer care





“

**“Everything is excellent.
My Customer Care Rep
takes care of all of my needs.
Thanks to them, I am
coping very well.”**

A customer in UK

Atos Customer Care Representatives can answer your questions and give advice on everything from products to best practice for optimal care and well-being.

All Customer Care Representatives have been highly trained in everything to do with tracheostomy, and can help you with understanding, ordering and getting the best out of your products. By choosing to register with Atos Care, you will have a dedicated Customer Care Representative to help you refill orders and provide ongoing support and advice.

Atos Care Nursing team

We understand that after tracheostomy insertion, you may need more than just products to help you get back to living your life to the fullest. Trust, time and care are more important than ever. The Atos Circle of Care is our comprehensive support service to you, no matter where you are on your recovery journey.

To help support you in the community, we provide a complimentary CQC regulated Nursing service in the comfort of your home. The service we offer is confidential, discreet and supported by the NHS. Our Atos Care Nurses help to support you to live your life better post tracheostomy.

Our experienced and knowledgeable Nurses can help with a range of important aspects such as:

- **Establishing good routines after discharge from hospital**
- **How to keep the skin around your neck stoma healthy**
- **Getting started with Heat and Moisture Exchangers and guidance on breathing exercises to improve your lung health**
- **Guidance on how to manage your tracheostomy at home**
- **Support with using your products appropriately**



“

“Kind knowledgeable staff
who always provide helpful
advice and prompt service.”

Nursing Service user

Your Coming Home Bag



Once registered you will receive a welcome pack and welcome call, as well as a complimentary Care Bag containing a range of helpful items to carry with you at home and on the go. We have designed this practical and discreet care bag in partnership with people who have a neck stoma and replacement supplies can be ordered at any time from our helpful Customer Care team.

This useful Care Bag contains the following items:

- **Electronic memo board**
- **LED torch**
- **Mirror**
- **Wrist band**
- **Cleaning wipes**
- **Car sticker**
- **Pen**
- **Emergency card**
- **Radar key**



How to order

Our mission at Atos Care is to make life easier for you after your tracheostomy.

There are a range of easy and convenient ways for you to order your supplies:

1

A friendly monthly service call

We offer a complimentary, no-obligation service call, text or email each month to help you order the supplies you need.

2

Contact us when you wish to order

Occasionally, our customers prefer to contact us directly if they wish to place an order. You can do this at any time by contacting us by phone, email, text or via our website.

3

Automated convenience order

We can set up a convenient repeat order for you, so that your supplies are automatically ordered and sent to you each month.

Order process explained:

- 1 Place an order with your Best Start Nurse or member of our Customer Care team.
- 2 If your order contains new items, we may check suitability with your healthcare professional.
- 3 We contact your GP to request the prescription for your items.*
- 4 On receiving the prescription**, we send out your supplies directly to your home.

* This applies if your GP agrees to receive prescriptions from a third party (i.e. us). If this is not the case, you may be required to place the request directly with your GP surgery.

**Our convenient Electronic Prescriptions Service (EPS) means your GP can send the prescription directly through us through a secure system, so that you don't have to collect it and send it on to us.

Whichever option you choose, we suggest placing an order roughly every 28 days. This is because GPs typically prescribe one month's worth of supplies at a time. It can take 3-14 days for us to receive the prescription from your GP, so we recommend ordering around two weeks before you need your supplies.



Consent form



Marketing consent allows us to communicate with you effectively and provide you with the support and resources you need.

General consent

I give permission for Atos Medical to:

- Store my information so that my orders can be processed.
- Share my information with relevant others, such as my healthcare professionals and relevant IT and delivery services.

I understand that Atos Care will only share information on a need-to-know basis and that my data will be stored securely.

Please tick the relevant box (Please note that if you tick 'no' we will not be able to provide a service or process or send your orders).

☐

Yes, I give consent.

☐

No, I do not give consent.

Marketing consent

I give permission for Atos Medical to send me information from time to time which may be of interest to me, such as information about services, products or upcoming events.

I understand that I can change my preferences at any time by contacting Atos Care and that my data will be stored securely.
Please tick the relevant box.

☐

Yes please, I would like to hear about services, products and events (opt in).

☐

No thanks, I do not want to hear about services, products and events (opt out).

Print name:

Sign name:



Contact preferences



Let us know how you would like to hear from us so that we can tailor our service to your needs:

I give permission for Atos Care to contact me by (Please tick relevant boxes)

Phone:	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	Phone number:	<input type="text"/>
Text message:	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	Mobile phone number:	<input type="text"/>
Email:	<input type="checkbox"/>	Yes	<input type="checkbox"/>	No	Email address:	<input type="text"/>
Preferred contact method:	<input type="checkbox"/>	Phone	<input type="checkbox"/>	Text	<input type="checkbox"/>	Email

Nominated person

Let us know if you would like to nominate someone to speak on your behalf, for example if speaking is difficult.

Nominated person name:	<input type="text"/>	Relationship to you:	<input type="text"/>		
Phone number:	<input type="text"/>	Mobile number:	<input type="text"/>	Email:	<input type="text"/>

Print name:	<input type="text"/>	Sign name:	<input type="text"/>
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Electronic prescriptions



To save you time, your GP can send the prescription directly to us using a secure system. This speeds up the time between ordering and receiving your supplies, and is one less thing for you to worry about. Please contact us if you would like more information.

Patient details:

Full name:	<input type="text"/>	Date of birth:	<input type="text"/>
Address:	<input type="text"/>		
		Postcode:	<input type="text"/>
Phone number:	<input type="text"/>	Mobile number:	<input type="text"/>
		Email:	<input type="text"/>
NHS number:	<input type="text"/>		Gender: Male: <input type="checkbox"/> Female: <input type="checkbox"/>

Name and address of nominated dispenser:

Atos Care Ltd, Cartwright House, Tottle Road, Nottingham, NG2 1RT.

I am the patient named above/carers of the patient named above. Nomination has been explained to me and I have also been offered a leaflet that explains nomination.

I would like Atos Care Ltd as my nominated pharmacy for dispensing prescriptions issued by the NHS Electronic Prescriptions Service.

Signed:	<input type="text"/>	Date:	<input type="text"/>
Print name:	<input type="text"/>		





A man with a mohawk hairstyle, face piercings (including a nose ring and multiple eyebrow piercings), and tattoos is wearing a headset with a microphone. He is looking down at a laptop screen. The background is a blurred green outdoor setting.

Events

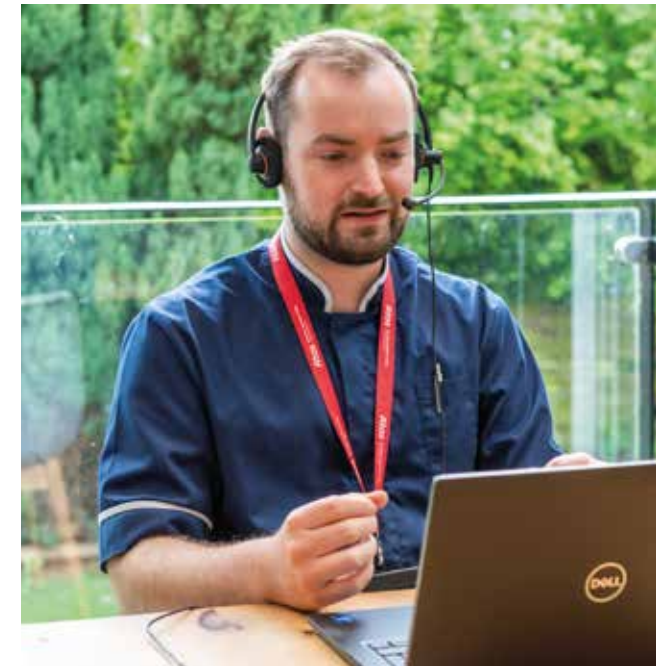
We run a range of events, both online and in person, to help connect you to others who know and understand about life after a tracheostomy.

These events include helpful presentations about relevant topics, as well as a chance to ask questions and hear from other people with a tracheostomy and healthcare professionals.

Access to experts

Supported events can also include healthcare and other professionals who can share valuable information, tips and best practice that might be hard to find on your own. Past events have included presentations and speakers on themes such as:

- **Looking after your lungs**
- **Travel**
- **Breathing exercises**
- **Dealing with the unexpected**



Help and support

There are a range of support services and charities available to help support you.



National Tracheostomy Safety Project
www.tracheostomy.org.uk



The Global Tracheostomy Collaborative
www.globaltrach.org



NHS
www.nhs.uk/conditions/tracheostomy

General support services:



Samaritans
www.samaritans.org
Call free from any phone 116 123



Citizens Advice Bureau
www.citizensadvice.org.uk
0344 411 1444





Contact us



Call us

Call our Customer Care team on **0800 783 1659**



Email us

Drop us an email at **info@atos-care.co.uk**



Visit our website

www.atos-care.co.uk



Write to us

Atos Medical,
Cartwright House,
Riverside Business Park,
Tottle Road, Nottingham,
NG2 1RT

Please contact us for an order form

Best Start Nurse name:

Customer Care Representative name:



We are passionate about making life easier for people living with a neck stoma, by providing personalised care and innovative solutions.

Atos Care is our support program for people who have had a tracheostomy, their families and care supporters, and healthcare professional team. By providing effective support throughout the rehabilitation journey, our aim is to build knowledge and confidence, and improve quality of life for everyone affected by tracheostomy.

Head office:

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