



Ostomy Tasmania Incorporated

NEWSLETTER No. 196

April 2016

(Supplement to Ostomy Australia Volume 25 No.1)

NEXT MEETING

DATE & TIME: SATURDAY 19th MARCH, 2.00 pm (**Please note changed time)

PLACE: Ostomy Tasmania Distribution Office, St Johns Park, New Town

There will now just be one meeting which will be a combined Management Committee/General meeting. All members and friends are invited to attend. There will be company representatives present, so come along and check out the new appliances. Afternoon tea will be provided.

MANAGEMENT COMMITTEE & STAFF

OFFICE BEARERS

PRESIDENT	Mr Terry Gill, Fern Tree (03) 6239 1124
VICE PRESIDENT	Mr Peter Clarke
SECRETARY/TREASURER	Mrs Sue Hoyle, Kettering (03) 6267 4837
MINUTE SECRETARY	Mrs Maree Mills

COMMITTEE

Mrs M. Ferguson, Mr P. Lopez, Mr C. Spiegel, Ms R. Thompson, Mrs S. Hicks RN, Mrs H. Hortle RN

LIFE MEMBERS

Mrs E. Coombe, Mr E. Morling

ADMINISTRATION OFFICER

Mrs Maree Mills

ADMINISTRATIVE & BUSINESS SUPPORT

Mrs Melissa Ferguson, Mrs Karen Hooker, Mr Philip Emery

Please address all correspondence to: The Secretary

Mail: P.O. Box 280, Moonah TAS 7009

Phone: (03) 6228 0799

Fax: (03) 6228 0744

Email: admin@ostomytas.com.au

Please cross all cheques and money orders and make payable to: Ostomy Tasmania

OUR STOMAL THERAPY NURSES

NB: PHONE NUMBES FOR ROYAL HOBART HOSPITAL AND LAUNCESTON GENERAL HOSPITAL STN DEPARTMENTS HAVE CHANGED (effective from November 2015)

SOUTHERN REGION

Madi Bradshaw	Gen Surgical Unit, Royal Hobart Hospital
Jane Woolley	Calvary Hospital, Lenah Valley (ph 6278 5229)
Annette Goulding	Gen Surgical Unit, Royal Hobart Hospital
Sonia Hicks *	Stomal Therapy Dept (Ward 2B), RHH; (ph 6166 8283)
Pamela Heathcote	Ward 5A, Royal Hobart Hospital
Margot Hickman	Gastrostomy CNC, Royal Hobart Hospital
Heather Noga *	Hobart Colorectal Clinic, Lenah Valley; (mob 0417 366 769)
Vanessa Rhodes*	Stomal Therapy Dept (Ward 2B), RHH; (ph 6166 8283)

NORTHERN REGION

Carolynne Partridge *	Stomal Therapy Dept, LGH; (ph 6777 6832)
Kristy Willis *	Stomal Therapy Dept, LGH; (ph 6777 6832)
Deborah Franklin	Calvary Health Care, Launceston
Jennifer Heyward	Calvary Health Care, St Vincents Campus, Launceston
Sue Delanty *	Launceston General Hospital

NORTH WEST REGION

Michelle Emin *	N.W. Regional Hospital, Burnie; (ph 6430 6599)
Andrea Hicks *	Mersey Community Hospital; (ph 6426 5620)

(* STNs occupying official Stomal therapy positions are shown in **bold**. Carolynne and Kristie are job sharing at the LGH. Vanessa and Sonia are job sharing at the RHH).

PLEASE CHECK YOUR PARCEL

Please make sure you **PROMPTLY OPEN** and **CHECK THE CONTENTS** of your parcel as soon as you receive it. Our volunteers make every effort to get your order right, but occasionally mistakes are made. If you receive the wrong appliances, we need to know as soon as possible and **definitely within the same month you received the parcel**, otherwise we are unable to make any exchange.

CHEQUE PAYMENTS – PLEASE NOTE:

A request to those who like to send cheques as payment for postage, etc. - please **do not send post-dated cheques** to us as these can create unnecessary delays with processing your order on time. In other words, please date the cheque either prior to, or from the day that you send your order into our office, otherwise your order will not get processed until the date of the cheque.

INFORMATION FOR MEMBERS

You **MUST** be a financial member before any appliances can be issued to you. If you are unable to pay your annual membership fee which is due on 1 July each year, please contact the Secretary for a Time Payment request.

POSTAL ORDERS

- **ALL ORDERS** should be addressed to **P.O. Box 280, Moonah, 7009**.
- Please state your order clearly, **quoting the brand name, code no., size and number of appliances you require**. Remember to **include your name and address**.
- Please DON'T ask for "*my usual order*." Although we have a record of your usual appliances, we don't always know what your usual accessory items are. The best way to ensure you get what you want is to *quote the brand and code no.*
- Make sure to **allow at least two weeks for return delivery**, especially when ordering a two-month supply (including holiday orders).
- **POSTAGE, PACKAGE AND HANDLING - \$12.50 per parcel**
- You can pay bulk postage up to 12 months in advance if you wish.
- Please include this payment with your order. Remember to **cross all cheques and money orders** and make them **payable to Ostomy Tasmania**. **Write your name and address on the back of money orders**.
- We have the facility to run a postage account for you if you would like to pay a bulk amount of postage money, thus saving costs of multiple cheques, money orders etc. In this case, you can submit your order by phone, fax, email or online ordering.
- You can make an internet transfer to our bank account (BSB 807 009, Account No. 5109 4661, Name of account: Ostomy Tasmania Inc.)
Make sure you include your full name as a reference.
- You can phone the office and pay by credit card (**\$2 transaction fee applies**).

COLLECTIONS

- **OPENING HOURS:**
Mondays (excluding Public Holidays) **9.00 a.m. - 12 noon and 1.00 pm - 3.00 pm**
Tuesdays 9.00 am - 1.00 pm.
- **WHERE:**
St Johns Park, New Town: the former Amenities Building, which is the second building on your left as you drive in to the St Johns Park complex from Creek Road. Look for the "Ostomy Tasmania" signs on the building. A few parking spaces are available outside the building (look for the signs).
- **Bring a box end** (with code number) along so we can see what you require.
Credit card and EFTPOS facilities are available at the Distribution Centre.
A transaction fee of \$2.00 applies to card payments to help offset our costs.

INFORMATION FOR MEMBERS ...continued

The phone number for the Distribution Office is 6228 0799. If you get the answering machine, please leave your **NAME, PHONE NUMBER** and the **REASON** for your call. Do remember that the Office isn't staffed on Wednesdays and Fridays or weekends, so it is unlikely that you'll get an answer to your call on any of these days. If you call during busy times (Monday & Tuesday) and your call isn't answered, please call back.

**** the answering machine is turned off when the office is staffed.**

Submit **Online Order Forms** via <http://www.ostomytas.com.au/online-order-form>
Postage must be paid before parcels can be despatched.

CERTIFICATES

APPLICATION FOR ADDITIONAL STOMA SUPPLIES certificates (from your Stomal Therapy Nurse or your Doctor) are required for all issues in excess of the maximum monthly allowances.

- Certificates **must** be on Australian Government form PB050, "Application for Additional Stoma Supplies" and be signed by you **and** the STN or Doctor.
- certificates **must** be for a valid medical reason
- they **must** state the number of appliances required
- **you** will need to contact your STN or GP to renew your certificate every 6 months if the extra product is still required; our office staff can't do it for you.

PLEASE NOTIFY THE OFFICE

- If you have changed your address
- If you are the relation of a member who has died
- If you've had a reversal of your ostomy
- **Don't expect that your Stomal Therapy Nurse will let us know.**

PRICE LIST FOR TAPES, SPRAYS & WIPES

The following items are available for purchase:

Product	Cost	Product	Cost
Micropore 1" (without dispenser)	\$1.50 roll	Micropore 1" (with dispenser)	\$3.00 roll
Micropore 2" (without dispenser)	\$2.50 roll	Micropore 2" (with dispenser)	\$4.50 roll
Hosgon Room Spray (120 ml)	\$6.00 each	Hypafix tape 10cm x 10m	\$28.00 roll
Hostoma No Smells Room Spray (120 ml)	\$6.00 each	60cc/ml Catheter Tip Syringe	\$2.00 each
DuPont Low Lint All-Purpose towels (35cm x 30cm) box/100	\$12.00 box	Hostoma No Smells Room Spray (1 Litre)	\$20.00 each

MEMBERSHIP FEES

Reminder: Please make sure money orders and cheques are payable to "Ostomy Tasmania Inc."

All Australian ostomates are required to pay a uniform fee to be eligible for free appliances from the Stoma Appliance Scheme. This National Access Fee is mandatory and it is not possible for us to waive it, nor to supply appliances to unfinancial members. Members who cannot pay the full fee at once can apply to pay by instalments by completing a Time Payment Request available from the office. For the 2015/2016 period, our combined fee is **\$60 per year for ordinary members** and **\$50 per year for concession card holders**.

Your fee **MUST** be paid the first time you order appliances after 1 July, or an agreement to pay the fee by instalments must be entered into. Concessional categories include full and part Centrelink pension and Healthcare card holders.

SAVE ON YOUR POUCHES

One of our members called into our office recently to show us a product called Colo-Majic liners, which she uses to cut down on appliances when bushwalking or travelling. This product is designed to insert inside your bag, enabling a much longer life for your normal bags, and potentially providing greater cleanliness. They come in biodegradable and polymer versions. Care should be taken with disposal of these products as they are intended for use in North America, so may not necessarily suit our waste disposal systems. If you want to check out more information on this product go to www.colomajic.com. Please note these products are not included on the Stoma Appliance Scheme schedule so you will need to purchase them yourself if you want to try them out.

DISPOSABLE WASH CLOTHS FOR STOMA CARE

Sonia Hicks, STN at the Royal Hobart Hospital, advises that the following disposable wash cloth options are suitable for ostomates:

SONTARA WIPES: (Used by RHH Stomal Therapy Nurses).

100 Towels per box - 35CM X 30CM - CODE 57-112

These can be purchased at Ostomy Tasmania for \$12.00 per box (price current as of 23/2/2016). Please note you can also purchase these wipes from PQ Tasmania - Phone 1300 741 234 for a quote.

CHUX CLOTHS: can be purchased in packs from: Coles Supermarkets, Woolworths Supermarkets, The Reject Shop, K & D Warehouse (on a large roll, needs cutting)

VIVA PAPER TOWEL: is just as effective as the Chux Cloths but cheaper. Available from supermarkets as individual or multiple rolls.

SEMI COLONS CANCER SUPPORT GROUP

Semi Colons Cancer Support Group offers support and information for men and women (with or without ostomies) in southern Tasmania who have been impacted by Colorectal Cancer. Meetings are held in Hobart on the third Thursday of every month from 2.00pm to 3.30pm. Ostomates are welcome to attend.

For more information please call Cynthia on 6212 5715.

NORTH & NORTHWEST OSTOMATES SUPPORT GROUPS

by Jenny Gill and Adrian Kok

CHRISTMAS FUNCTIONS 2015

The North-West combined Christmas lunch was held at the Senior Citizens Club rooms at Ulverstone with 42 people attending, of which 18 came from the northern group.

The Ladies Auxiliary group from the Senior Citizens catered for the group. Many thanks to the ladies for providing us with a wonderful Christmas lunch.

Raffle prizes were kindly donated by the companies and the members and a great day was had by all present.

The Northern group had a more low key dinner the following week for those members who were unable to make the trip to Ulverstone.

It was a great day with lots of laughter & chit chat with 33 members attending. It was great to see past president, Anthony Widdowson and Mrs Widdowson also in attendance.

Raffle prizes were won by several members. Monies collected from the raffles from both functions came to a total of \$260, which was then donated by the co-coordinator, Adrian Kok to the Cancer Council.

NORTHERN TASMANIA SUPPORT GROUP MEETING DATES:

OSTOMATES NORTH

NEXT MEETING DATES (to be held at the Cancer Support Centre, 69 Howick Street, Launceston): **MONDAY 6TH JUNE, 5TH SEPTEMBER** - 10.00am to 11.30am.

OSTOMATES NORTH WEST

NEXT MEETING DATES (to be held at the Senior Citizens Clubrooms, King Edward Street, Ulverstone):

MONDAY 20TH JUNE, 19TH SEPTEMBER - 10.00am to 11.30am,

FRIDAY 3RD DECEMBER - 11.00am to 1.30pm.

Combined Christmas function to be held in the North – date and venue to be advised.

COLOSTOMY EXPLAINED VIA STORYTELLING

A new initiative is being developed by a group called Medicine X - to explain having a colostomy through an entertaining, engaging and informative digital app. Medicine X will work collaboratively with the Australian Council of Stoma Associations (ACSA), as well as a group of doctors, nurses, medical experts and ostomates, before teaming up with some of the world's best script writers and artists to bring the story to life. Together, they are developing a digital app to explain Colostomy to patients through the world of storytelling. The app shares the experience of a real life ostomate, and explains the medical information through the patient's story. Ideas will be shared within a focus group of ostomates with a wide range of experience with having a colostomy, so that they can ensure that the messages they explain are relevant and on point. Working with the focus group helps to evolve and optimise the content within the story and makes it much more effective in the end to those who have just learned that they need to undergo the procedure.

Convatec are supporting the production of the app, so that once the content is put together - there will be free unlimited downloads for all people in Australia.

If you have had a colostomy and would like to be part of this focus group and have the chance to help people who are just starting out on their own journey of discovery around having a colostomy, then Medicine X would love to hear from you. Please email amandalangerak@medicinex.com

TIPS FOR PROBLEMATIC STOMAS

Courtesy colostomyassociation.org.uk

Sore skin/Leakage

Good skin care is a crucial part of any stoma care routine, because it will help maintain a healthy skin around your stoma and assist in successful stoma bag adhesion. Broken, red or sore skin may increase the risk of leakages and further skin damage. Left unattended, the skin condition may worsen, leading to discomfort for you and difficulty in getting your appliance to stick.

Sore skin and/or leakage may be due to a number of causes:

- Change in shape or size of your stoma - use the template to ensure that the flange fits snugly around the stoma. If you are not sure how to do this then contact your stoma care nurse who will be able to help you.
- Skin damage when removing the flange - an adhesive remover may help. Contact your supplier and ask for a sample to be sent to you.
- Pancaking (this is where the faeces gets stuck at the top of the pouch and does not drop down - this is caused by the filter in your pouch letting all of the air out and creating a 'vacuum effect' within the pouch. The faeces push under the adhesive and cause skin soreness.

CONTINUED OVER PAGE...

- Have you gained or lost weight? This will change the shape of your tummy and may change the shape of your stoma. You will need to check the size of your stoma using the template.
- Have you any skin creases, scars or swelling around your stoma? Try using a seal or even a different type of pouch to help create a flat surface around the stoma.

Hints and tips to keep the skin around your stoma healthy:

- Only use warm water to clean the skin around the stoma; baby wipes and soap may contain perfume which can irritate your skin.
- Check the size of your stoma every few months, always make sure the opening in your wafer/pouch fits snugly around the stoma.
- Take your time when changing your pouch, careful removal will help prevent damage to the skin.
- Ensure the skin is dry before applying a new pouch; a hairdryer turned to the lowest setting may help.
- For men, if you need to shave around your stoma, avoid shaving creams. Instead, use clean warm water and a new disposable razor. A cardboard toilet roll tube held over the stoma may protect it.
- There are excellent products available to help protect the skin, contact your supplier or stomal therapy nurse for advice.

You do not have to put up with sore skin or leakages. If you have problems please contact your STN.

Problematic Stomas - Odour

Most stoma appliances have a filter which incorporates a deodoriser, so odour shouldn't be a problem. However, if you are not happy with the filter on the bag you are currently using there are many more you could try. Several manufacturers and suppliers of stoma care appliances produce drops, tablets or granules, designed to neutralise any odour. These can be inserted into a clean pouch before you put it on. Odour could mean leakage or the filter may have come into contact with the contents of the pouch making the deodoriser ineffective. If so, change your appliance straight away, or as soon as possible.

Some ostomates find that drinking tomato juice or buttermilk, or eating natural yoghurt or parsley, helps to control odour. Others take peppermint capsules.

NEW REQUIREMENTS FOR CERTIFICATES

Recent changes to the application process for Additional Stoma Supplies require ostomates needing product amounts greater than the normal monthly allowance to sign the privacy clause on the form (PB050) which we submit to the Department of Health. This was previously signed only by the STN or your Doctor. Please ensure you (and the STN) have signed the original form and that it is supplied to our office. We cannot issue you with the extra supplies until we have received the correctly signed original form.