

Vale of York CCG
Continence Equipment Prescribing Service –
‘Cobweb’ pilot closure

This update is for the information of staff who may be indirectly impacted by the closure of the pilot. For example, staff who may receive queries from patients who participated in the pilot.

If you have any further comments or queries, you may contact:

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What is the Cobweb pilot?

Cobweb is a continence prescription management system, provided by Bard Ltd, which has been piloted in the following GP practices since July 2016.

Jorvik Gillygate

York Medical Group

East Parade Surgery

Posterngate Surgery

Old School Medical

Practice

Tadcaster Medical Centre

Sherburn Group Practice

The system has a dedicated nurse prescriber undertaking patient reviews and issuing repeat prescriptions for patients.

What is the outcome of the pilot?

Following evaluation of the pilot against the outcomes it was expected to achieve, it has been decided to close the pilot.

What is the timeline for the pilot being brought to a close?

Patient records will be returned to their GP practice from August onwards, with a view to the pilot being closed by 5 November 2018. Each practice will be transferred in turn; a schedule is available on request.

What is the impact of the closure of the pilot?

- For patients who were not involved in the pilot, there will be no impact.

- Patients who were involved in the pilot, previously requested their repeat prescriptions via a dedicated Bard call centre telephone number; following the transitional period, patients should request their prescription directly from their GP practice. Patients will be notified by letter of the date that they should begin ordering prescriptions from their GP practice, and Bard will continue to support their prescription ordering in the meantime.
- For the GP practices which participated in the pilot, the responsibility for prescribing continence products for these patients will be transferred back to them.

Contact details

Patients:

During the transitional period, patients who were previously involved in the pilot should contact Bard Customer Services with **queries** in the first instance on **03301 343900**.

Repeat prescriptions should be requested, as per the guidance above.

Staff:

GP Practices who were previously involved in the pilot may request historic records from Bard Ltd, as needed, by emailing Cobweb@nhs.net

All other queries may be directed to Vale of York CCG on the contact details given at the top of the document.