



Ostomy Lifestyle Awards 2009

We are proud to announce the winners of the first Ostomy Lifestyle Awards, designed to recognise the people and organisations that go the extra mile to improve the quality of life for people affected by stoma surgery.

These awards are a new initiative for the charity, and we were pleased to receive many positive nominations from all areas of stoma care.

Local Support Group of the Year

Criteria: A local-level support group that responds to the needs and interests of its members, reaches a diverse range of people and demonstrates good communication and structure within the group.



Wessex Urology Support Group

Winner:

Wessex Urology Support Group

Judges comments: "Well structured, dynamic organisation with good integration between NHS and user groups"

David Morris, Chair of WUSG said "All our members are very pleased with

the award and feel honoured to have received recognition in the first year of these awards".

Shortlisted:

Devon Ileostomy Association
Red Lion Pouch Group

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Ostomy Lifestyle Corporate Supporter scheme launched

Raising funds is always a challenge, especially when the charity is expanding so quickly. To ensure we can meet the demand for our support services over the next year we have introduced a new scheme, Corporate Supporters, to encourage contributions from companies.

"Our helpline services are free to use, so the busier we get the greater the strain on the charity's income" said Chief Executive Neil Basil "productive relationships will help us to achieve real change for people affected by stoma surgery, as well as raise valuable funds to support them"

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NEWS FLASH

We are now organising the 2010 Underwear & Swimwear show!

Watch this space or see our website for more details.
www.ostomylifestyle.org

Ostomy Lifestyle Awards 2009

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Volunteer of the Year

Criteria: A volunteer who consistently gives willingly and enthusiastically of their time and skills to the stoma support cause or works to raise awareness of stoma issues.

Winner:

Robert Azevedo Gilbert, Chairman and founder, Inside Out Stoma Support Group.



Robert Azevedo Gilbert (centre), pictured with Shirley Stabler (Ostomy Lifestyle trustee) and Neil Basil (Ostomy Lifestyle CEO)

Judges comments: "Inspirational as an individual, with great organising ability and empathy"

Shortlisted:

Beryl Andrews, founder of CUPID Support
Julie Bastin, co-founder of Breakaway Visits
Jason Dale, founder of Ostomyland.com

Nurse of the Year

Criteria: A nurse who gives outstanding individual attention, responds to the needs of patients families, demonstrates professional excellence and furthers the field of stoma care.

Winner:

Lindsey Morgan, Stoma care nurse, Chelsea and Westminster Hospital
Judges comments: "Compassionate and resourceful professional, making an extra effort in academic work"

Award winner Lindsey Morgan has moved to Australia, so as we went to



Lindsey Morgan (centre)

press had not yet received the award, but said "What fantastic news, I did not know that I had even been nominated. It's truly a great way to remember my time in the UK and all the wonderful patients who gave so much to me".

Shortlisted:

Kate Benson, Stoma care nurse, Charter Healthcare
Sheila Stevenson, Stoma care nurse, Stevensons Ostomy Services

Industry Professional of the Year

Criteria: Someone who works in the field of stoma care, who gives outstanding service and attention, gets involved in the cause and supports charity events. This might be anyone in the industry including customer care staff, delivery drivers, sales reps etc.

Winner:

Jane Adams, Territory Manager,



Jane Adams (left), pictured with Laurie Clark (Ostomy Lifestyle Trustee) and Nancy Jackson (shortlisted)

Stoma care, Dansac Ltd.

Judges comments: "Goes beyond geographic and professional boundaries to support charitable causes"

When she received the award Jane said "I was really, really surprised to be nominated and delighted to have won. At Dansac we strive to make a positive difference to people's lives and I see this as recognition of the hard work of the whole team."

Shortlisted:

Kim Hill, Territory Manager, Stoma care, Hollister Ltd.
Nancy Jackson, Executive Territory Manager, Stoma care, Dansac Ltd.

Most innovative product

Criteria: A stoma care product that provides a positive improvement to user wellbeing, consistently provides a solution to a practical problem, is accessible and easy to use.

Highly commended:

SALTS
HEALTHCARE
Salts Dermacol



OakMed Microskin



CliniMed Freestyle Vie Flushable

With such a strong shortlist of highly innovative products, the judges felt it would be impossible to select one product above the others, so have agreed to place them all as joint winners. Next year this category will be open to a public vote.

If you'd like to nominate someone for next year's awards watch out for details in Ostomy News and on the website.

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We are pleased to announce that Salts Healthcare is Ostomy Lifestyle's first Corporate Supporter for 2010. The family owned company has a reputation for exceptional personal service for ostomy patients, and recently their Dermacol Stoma Collar was shortlisted for an Ostomy Lifestyle Award, as well as taking second place at the British Healthcare Trades Association Independent Living Design Awards.

The company has a long history of supporting charitable activities, and by supporting Ostomy Lifestyle will ensure we can increase the range of services offered throughout 2010, including sending printed material to over 10,000 people.

We believe Ostomy Lifestyle can achieve more in partnership than on its own, and we have developed our Corporate Engagement Policy around four key principles; **transparency, equal partnership, mutual benefit, and independence**, ensuring the charity can protect its impartiality and publicly recognise financial support, whilst furthering its' charitable objects.

Corporate Supporters will provide the charity with much needed financial support, for which we are very grateful and are proud to acknowledge Salts Healthcare in Ostomy News, our website, and other relevant publications.

If your company would like to support Ostomy Lifestyle please get in touch. Full details of our Corporate Engagement Policy will be available on our website.

Satisfaction Survey Results

In order to make sure that the services Ostomy Lifestyle offer are meeting your needs, we often conduct surveys of people who have contacted us (e.g. called or emailed the Helpline and/or received literature) to find out what they think.

Our most recent Helpline survey found that 91% of users found the service they received to be useful. When asked to describe the service they received the 2 words which most frequently represented how people felt were 'informative' and 'reassuring'.

83% of respondents said they would use our service again in the future, with the rest saying they didn't think they would need to call us again and

90% said they would recommend the services of Ostomy Lifestyle to others.

96.6% of respondents said they thought it was important for our Helpline Operators to have had stoma surgery themselves. This confirms what we already believed, that the combination of professional training and personal experience that our operators have is ideal for ensuring an empathic and reliable service is delivered to all our service users. We're really pleased to see that what we're doing is of value to you and encourage feedback, so if you have any thoughts or ideas about how Ostomy Lifestyle can continue to support people affected by stoma surgery please get in touch.

CUT HERE

Please accept my MONTHLY/QUARTERLY/ANNUAL* donation (*delete as appropriate)

£10 £20 £50

Or my own choice £
Please complete the Standing Order Mandate.

I wish to make a SINGLE donation

£25 £50 £100

Or my own choice £
cheque/postal order made payable to **Ostomy Lifestyle**. I enclose a

Standing Order Mandate:

To the Manager
(Bank name and address)

Postcode _____

Please pay **Ostomy Lifestyle** the regular donation listed in the left hand column

Starting on ____/____/____ until further notice.

Please return this slip to: **4 The Courtyard, Eastern Road, Berkshire, RG12 2XB. Thank you!**

Please debit my account number

Sort code _____

Signed _____

Date _____

Please pay CAF Bank,
(Sort Code 40-52-40) for the credit of **Ostomy Lifestyle**.
Account Number 00017083.

Please ensure you have also completed the contact details. Alternatively you can donate or set up a standing order online.

Gift Aid Declaration

I am a UK taxpayer and I would like the tax to be reclaimed on any eligible donations that I have ever made or will make to Ostomy Lifestyle until further notice.

Date _____
By ticking the Gift Aid box we can reclaim tax you have paid on your donation, meaning we can increase the value of every £1 you give to £1.28 at NO cost to you. To qualify for Gift Aid, what you pay in UK income tax and/or capital gains tax must at least equal the amount we will claim in the tax year. Please ensure you have provided your name and address if you wish Ostomy Lifestyle to claim Gift Aid on your donation

Ostomy News is the free quarterly publication from Ostomy Lifestyle, bringing you news, information and events updates for anyone affected by stoma surgery.

To order your own personal copy please tick the box below and return this slip to the address overleaf completing the contact details section.

Please send me Ostomy News

- Ostomy Lifestyle is the UK charity providing support to anyone affected by stoma surgery in any way.
- We provide a helpline, regional events, and training services for nurses, companies and support groups.
- Please support this work by making a donation using the form overleaf.

My contact details

Name _____
 Address _____

 Postcode _____
 Daytime telephone _____
 Email _____

CUT HERE

New range of information sheets coming soon!

Thanks to a grant from the Big Lottery fund, we are now able to expand and develop our range of patient information sheets. We are forming a Patient Panel who will assist us by completing online surveys and reviewing literature.

The people on the Panel come from all walks of life and have had very different experiences of living with a stoma. Their insights will ensure that we address the key issues that people face before and after stoma surgery. Once we have established what those issues are we will work with our Medical Advisory Board to produce reliable and informative information

sheets for use by patients, when they need it most. The Medical Advisory Board is made up of doctors, specialist nurses and other healthcare professionals who have an interest in certain aspects of stoma care, and, most importantly, patient education.

With the help of all these people, and the important funding from the Big Lottery, we aim to develop a portfolio of patient information sheets that guide the way to positive adaptation to life after stoma surgery.

To get involved contact Helen Farrell on 0118 324 0069 or helen.farrell@ostomylifestyle.org

Ostomy Lifestyle Services Directory

- Free & confidential **Helpline** 0800 731 4264 or advice@ostomylifestyle.org (Mon-Fri, 10am-3pm)
- **Ostomy News**, free, regular newsletter from Ostomy Lifestyle, available in hard copy or email
- **Lifestyle cards**, available with a range of language cards, useful for travel and security situations
- Range of patient information sheets:
 - Healthy Eating
 - Travel
 - Insurance
 - Appliance Information
- Workshops for local support groups
- Training sessions for industry and medical professionals and staff and volunteers from support organisations
- www.ostomylifestyle.org

Pleased to be supported by:

onefish twofish

SALTS HEALTHCARE

WE ARE MACMILLAN. CANCER SUPPORT

 LOTTERY FUNDED

 Attend

Ostomy Lifestyle 4 The Courtyard, Eastern Road, Bracknell, Berkshire, RG12 2XB.

Telephone 0118 324 0069 email admin@ostomylifestyle.org

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Helpline 0800 731 4264

www.ostomylifestyle.org