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Minutes of the Appliance Officers Meeting
Held in Hobart, Tasmania on 18th October 2013

Meeting Commenced 2pm

Welcome Coordinator Sue Hoyle welcomed all delegates, observers and guests including representatives from the Department of Health, the Department of Human Services and Ostomy product supply companies.

Apologies: No apologies were received

Meeting Opening:

AGENDA ITEM 1: MINUTES OF PREVIOUS MEETING

The Minutes of the previous meeting held in Fremantle during September 2012 and previously circulated previously were received.

The minutes were accepted as a true and correct record of the previous meeting.

AGENDA ITEM 2: BUSINESS ARISING

Print Size on Coloplast Boxes

Appliance Officer Co-ordinator, Sue Hoyle, informed delegates that the matter of the small print size on Coloplast products had been referred to Coloplast and that the issue had been brought to the attention of Coloplast in Denmark. No further information was available about possible outcomes at this stage. (Please note; The Coloplast rep later advised the meeting that a formal letter would be coming to associations regarding this issue in the next week.)

AGENDA ITEM 3: GENERAL BUSINESS

1. Clarification of eligibility for SAS (ACSA Admin Officer)

Administration Officer, Kylie McGrory, informed delegates that she had recently received an enquiry from a person with a mace who had applied to register with the SAS through an association but had been told that she was not eligible as her stoma was not a colostomy, ileostomy or urostomy.

Delegates were reminded that to be eligible to join the scheme, a person must have a temporary or artificial body opening (whether surgically created or otherwise) which facilitates the removal of urine and/or products of the

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gastrointestinal tract where the person does not have normal gastrointestinal tract or bladder functions. The person must also be an eligible person within the meaning of the Health Insurance Act 1973.

Eligible persons include those with a mace, mitrofanoff, fistula or other opening created for the evacuation of urine or faeces.

2. Restriction on substitution of products when ordered products not available (Guidelines 6.5.7) (ACSA Admin Officer)

Administration Officer, Kylie McGrory, informed delegates that feedback had been received from the AASTN that associations had on occasion been substituting products in place of those that were ordered but not available. Delegates were reminded of clause 6.5.7 of the Operational Guidelines which states that:

“in the event of unavailability of a product, an alternative product should not be supplied unless an order has been placed by the member for the alternative product. Members should be advised to seek advice from an STN or a Medical Practitioner”

It was discussed that this clause applied to *all* SAS listed products including pharmaceutical items.

3. Product recommendations, particularly pharmaceutical/ancillary items (ACSA Admin Officer)

A reminder was issued to delegates that association workers must not recommend products to members and that any request for recommendation should be referred back to a Stomal Therapy Nurse or Medical Practitioner.

ACSA President Peter McQueen reminded delegates of the principles of the ACSA Charter of Responsible Use, in particular Principle 3: ***“Only order ancillary items following referral by a qualified Stomal Therapy Nurse or registered Medical Practitioner”***.

AGENDA ITEM 4: PRESENTATION BY GOLD SPONSORS

a) Convatec

Paul West, Senior National Accounts Manager for ConvaTec, informed delegates about the significant restructure of Convatec and how planned reforms would improve service delivery to member associations.

b) Liberty Medical

Annette Kirne, Sales and Marketing manager for Hollister, spoke on behalf of Liberty Medical. Annette raised concerns that the current stoma appliance

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scheme environment was challenging for all stakeholders and suggested that working together as a group with a common objective would achieve the best outcomes for members of the stoma appliance scheme.

Annette informed delegates that the combined freight costs of all suppliers was in excess \$850,000 per year and that current association ordering patterns were making it very difficult to forecast future stock requirements. Annette informed delegates that supply companies were keen to work with associations to better streamline ordering processes for the benefit of all.

AGENDA ITEM 5: STOMA INDUSTRY FORUM

Representatives from Convatec, Coloplast, Liberty Medical, Ainscorp and Omnigon were asked to join the meeting for an open discussion with delegates about current issues being experienced with SAS product ordering and distribution.

Issues raised by associations were:

i. Coloplast Brava Backorders:

Heidi Fischbacher as Coloplast Representative confirmed that Coloplast were well aware of the backorder problem and were taking steps to overcome the situation as soon as possible.

ii. Liberty Medical (keying, picking, dispatch)

Ancila Desai on behalf of Liberty informed delegates that Liberty had recently taken on a number of new staff and, as a result, some teething problems were being experienced resulting in keying and picking errors. Ancila confirmed that the issues were slowly being resolved.

Ancila also confirmed that Liberty were aware of some product delivery problems being experienced by a number of associations and confirmed that Liberty were working with their third party carriers to resolve those issues which had not already been resolved.

iii. Product recommendations being made by suppliers

Chris Terdich (POA) raised the problem of product recommendations being made to members by suppliers. Annette Kirne responded on behalf of industry to inform that, in most cases, suppliers were contacted directly by members and that product samples provided as a result of the communication were at the request of the member.

Annette also confirmed that members were routinely referred back to their stomal therapy nurse if requesting assistance to overcome a clinical problem eg: skin irritation or excoriation

iv. Faulty Product Reports

Chris Terdich (POA) asked that suppliers inform the National Appliance Officer Co-ordinator or Administration Officer immediately a product or other problem

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arises so that the information can be disseminated quickly to all associations through the hub. All supplier representatives agreed that this was an appropriate course of action.

v. Supplier Invoices

Jocelyn Stocker (QCA) asked ConvaTec whether plans were underway to revise their invoices as the font and layout was very difficult for ageing persons to read. Rachel Tiberi on behalf of Convatec confirmed an awareness of the problem and informed that the matter was under investigation.

Chris Terdich (POA) asked that suppliers give consideration to invoicing in numerical order. Andrew Ainsworth confirmed that orders were invoiced in the code order in which they were received and that, if associations wanted invoices raised in numerical order, orders should be submitted in numerical order.

Issues raised by industry were:

i. Ordering Patterns:

Sanjeeva Pedris (Omnigon) reiterated Annette Kirne's previous advice that the current cost of freighting SAS appliances to associations was \$850,000 per annum. Sanjeeva suggested that a revision of current ordering practices by associations had the potential to save industry a lot of money.

Ancila Desai also raised a concern about the frequency and content of orders being placed and asked if associations would consider rationalising order content and frequency to save in freight costs paid by industry.

Dean Libertone from Omnigon confirmed that he would be prepared to forward regular summary reports to associations to assist with forward ordering projections so that those products with a high turnover could be ordered by shipper quantity.

ii. Stock Management

Ancila Desai confirmed that industry were more than happy to work with associations to help implement stock management systems for the benefit of both parties.

Dean from Omnigon informed delegates that he had been given the opportunity to review the ordering processes implemented by many associations and that, in his opinion, some associations had excellent stock management and ordering systems in place. Dean suggested that information sharing between associations would be beneficial to all parties.

It was agreed that topics to be workshopped at the general meeting should include:

- Ordering Procedures
- Stock Management

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- Delivery expectations
- How industry and associations can work better together for the benefit of members.

AGENDA ITEM 6: OTHER BUSINESS

There was no other business.

AGENDA ITEM 7: DATE AND TIME OF NEXT MEETING

It was agreed that the next meeting of Appliance Officers would be held on the Gold Coast in October 2014.

The meeting ended at 3.15 pm.

Confirmed:

Sue Hoyle
Appliance Officer Coordinator