

Formeo: Frequently asked questions

1. What is Formeo?

Formeo is an online ordering platform that is owned and run by Smith and Nephew, a company that manufactures wound care products. Nurses working in GP practices, nursing homes and Sirona community bases use this platform to order their wound care products.

2. How can I access the new Formeo platform?

The new platform is located here: <https://formeo-online.co.uk>

3. How do I know what my username and password is?

If you have been set up with a Formeo account, your username is your email address. If you have forgotten your password, you can obtain a password reset email by clicking on the 'Forgot your password' link at the log-in screen. You will need to check your junk box for this email because sometimes it goes in there rather than your inbox. It can take up to two hours to come through.

4. When you place an order on Formeo, who delivers the products?

All orders placed on the Formeo platform are automatically transferred over to NHS Supply Chain (NHSSC) who then process the order and deliver it to the site on their usual delivery day. Our nearest NHSSC depot is in Bridgwater and this is the depot that processes our orders. NHSSC deliver wound care orders once a week.

5. Will I still have the same delivery day each week if I order from the new Formeo platform?

Yes. This hasn't changed.

6. How do I get a new Formeo user added or an existing one removed?

You need to email Jenny Gibbs: Jennygibbs@nhs.net

7. I work across multiple sites so can I order for each of these sites on Formeo?

Yes, you can. Just ask Jenny Gibbs or the Formeo team and this function will be added to your account. You will then have a drop-down box on your ordering screen which allows you to select the site you want to order for.

8. Why should wound care products be ordered from Formeo and not prescribed on FP10?

Prescribing wound care products on FP10 prescription can be wasteful because the items dispensed can only be used for that one patient. When products are ordered via Formeo they become the property of the GP practice/nursing home/clinic, which means that a box of dressings can then be used for multiple patients – reducing wastage. Nurses maintain a stock cupboard of dressings on site which they then use to treat patients; providing convenience and reducing the amount of time patients have to wait to have their wounds treated.

The Bristol and Weston NHS Purchasing Consortium (BWPC) has negotiated reduced prices for wound care products with the various manufacturing companies, so it costs less to obtain them through NHSSC than prescribe them on FP10 prescription. Across BNSSG, all

procurement is undertaken using the NHS Supply Chain Framework and this is why NHSSC receive and process these orders.

9. Which wound care products can be ordered via Formeo?

There are three wound care formularies in BNSSG – one for the nursing homes, one for practice/district nurses and one for the specialist tissue viability nurses (TVNs). Once someone is set up with a Formeo account, a formulary will be assigned to their profile that matches their job role. They can then order the products within their specific formulary. The Medicines Optimisation team are currently updating the wound care formularies and once this work has been completed the new formularies will be uploaded to Remedy.

10. I have placed an order on Formeo but the screen says that my order is ‘Held for authorisation’. What should I do?

There shouldn't be any restrictions or authorisations attached to your account, so if there are you will need to contact the Formeo team to get these removed.

In the first instance, email Andy Owen: Andy.Owen@smith-nephew.com

If this does not resolve your issue, email: Formeo.GB@smith-nephew.com

11. I have placed an order on Formeo but it hasn't been delivered by NHSSC – what should I do?

In the first instance, contact NHSSC to find out why your order hasn't arrived.

Telephone: 0300 0136 205.

If this does not resolve your issue, email Jennygibbs@nhs.net

12. I have ordered products via Formeo but they are out of stock – what should I do?

Unfortunately, there are quite a few national stock shortages with wound care products at this current time. This is mostly due to product licensing issues which occurred after the UK left the EU. Manufacturers are working hard to resolve these issues as soon as possible. The Medicines Optimisation team are continually monitoring stock levels at the Bridgwater NHSSC depot and are adding alternative products to Formeo for you to order instead. Any products manufactured by Smith and Nephew can be obtained from them directly, should NHSSC be out of stock.

Please note that the Formeo platform does not contain any live stock availability information, so any queries relating to stock availability need to be directed to NHSSC.

13. I have ordered products via Formeo and NHS Supply Chain have sent the wrong item, or the item is missing from my delivery box – what should I do?

Within 48 working hours of delivery (2 working days)

If there is an error or something is missing, you must report it to NHS Supply Chain Customer Services within 48 working hours (2 working days). If you do it within this timeframe, they will re-deliver you the correct item, take back the wrong one and ensure that the ICB is not charged for the wrong/missing item.

More than 48 hours after delivery (2 working days)

If you report the error after 48 working hours (after 2 working days), NHS Supply Chain will not send out a replacement item or accept the wrong item back, meaning that you will be stuck with the wrong/missing item and will have to reorder the one that you want and wait until your next usual delivery day to receive it. It also means that the ICB will be charged for both the unwanted item and the item that you have to re-order.

Please report any errors with your orders within 48 working hours to one of these:

Sheena.harvey@supplychain.nhs.uk Tel: 0117 4142684 or Gail.smith@supplychain.nhs.uk
Tel: 0300 0136205 ext 2108.

14. What should I do if I cannot access my Formeo account?

In the first instance, email Andy Owen: Andy.Owen@smith-nephew.com

If this does not resolve your issue, email: Formeo.GB@smith-nephew.com

15. I used to have a log-in for the old Formeo platform – why doesn't this work anymore?

All users have been moved over to the new Formeo platform and the old one has now been deleted. With the old platform, sites were allocated with one username and password for all staff members working at that site to use. To improve accountability and provide an audit trail, the new Formeo platform requires each person to have their own individual username and password.