



The ileostomy & internal pouch
Support Group



IA VISITORS

Because we know, we care

IA's Visiting Service

IA's wealth of personal experience and its aim to 'listen, inform, support' are key features of IA's visiting service. IA is unique amongst stoma patient support groups, offering a high quality visiting service, matching visitors to patients.

The visiting service has been a key part of IA's support since 1956 when IA was established. At that time life was very different for a person with an ileostomy, however, the need for human contact has remained, and this is what makes IA's visiting service so important. The benefit of speaking to someone who has been through a similar experience cannot be underestimated.

IA's visitors are people like you, who have had surgery and are now living successfully with an ileostomy or an internal pouch. They have received qualified training, which is recognised by the UK stoma care nursing organisations and have also completed a criminal records bureau check, so that they may help others come to terms with their thoughts, before and after surgery.

Thanks for visiting yesterday and for allaying my fears about the operation.



IA's visitors come from every walk of life; they are living, breathing proof that life with an ileostomy or an internal pouch can be good.

IA visitors work in conjunction with stoma care nurses; visitors are there to listen and support and offer a unique, non-medical perspective from personal experience, which can be invaluable in your recovery from surgery and the start of your new life with an ileostomy or an internal pouch.

IA visitors are not there to tell you what to do; their primary aim is to listen, to help you make sense of your thoughts and concerns. It is not about the visitor telling their story, but about them listening to you and using their experiences to help you.

It's been so beneficial talking to someone who understands.

IA visitors do not offer medical advice, as they are not medically trained, or advice on stoma products; this is something that you should discuss with your stoma care nurse.

Anyone can request an IA visitor; you don't need to be a member of IA to take advantage of this service.

How can I request a visit?

There are a number of different ways to request a visit...

- ask your stoma care nurse to request a visitor for you
- telephone IA national office on 0800 0184 724
- email IA national office at info@iasupport.org

How and where you meet is up to you - face to face in hospital, at home or at a mutually convenient place; by telephone or by email. IA will try to match you up by age, gender and occupation so that you know you will be speaking to someone similar to yourself.

There really is no substitute for talking to someone who understands how you feel. Contact IA today to arrange a visitor.

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Listen • Inform • Support

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