

HINTS & TIPS FOR PROCESSING NUTRICIA HOMEWARD PRESCRIPTION REQUESTS

When a patient has an enteral feeding tube in place they will require prescriptions every 28 days for the delivery of their enteral nutrition. Patients rely on their nutritional products, for many it is their sole source of food and/or fluids. Prescription delays can have real consequences for a patient. Nutricia Homeward provides a fully NHS compliant service (including stock checks, pharmacy supply and delivery), working in partnership with managing dietitians to support your patients.

If you have any questions when processing a prescription please call our helpline on 01225 893310.

The different types of prescription request letter you may receive from us:

- Initial request letter
- Monthly repeat request
- Change of regimen (due to managing dietitian assessment of the patient)
- Urgent request (if we have not received the prescription in time to allow delivery to the patient).

Please make sure the prescription has been signed by the authorising GP or appropriate prescriber.

We are unable to process any unsigned prescriptions. Returning an unsigned prescription can often cause a long delay, which may impact on the patient's delivery of their nutritional products and ancillaries.

We can now issue prescription requests by email.

To implement this send a blank email (from the nhs.net email address you want to use for these communications), titled "Prescription request by email" to prescription.team@nhs.net.

If you do send prescriptions by post please return the letter with the prescription. Alternatively please write the patient delivery date (found on the bottom of the request letter) in the BODY of the prescription.

When the patient is first registered we will request two prescriptions.

Prescription 1: Post discharge prescription in accordance with the managing dietitians recommendation for patient's immediate need and bring in line with future scheduled delivery.

Prescription 2: Patient's 28 day supply and additional 7 day (in some cases 14 day) buffer stock* in case of emergencies (such as poor weather).

How to search for products and quantities:

There are many products in the Nutrison and Fortisip ranges. To help find the right variant enter the full title and information provided into the search bar — this will reduce the list and ensure the right product is selected.

The managing dietitian may review and reassess the patient at any time.

This may generate a change of regimen, which means we may need to request a different prescription during the same month. We will only process the quantity of nutritional products necessary for the patient.

How to work out quantities.

Pack sizes: 1.5 litre, 1 litre, 500ml, 200ml, 125ml.

Under the Drug Information tab any special information will be displayed, e.g. Fortisip Compact comes in clusters of 4 (i.e. 4 x 125ml = 500ml).

Monthly requests.

We will telephone the patient every month to check on stock levels (including buffer stock).

Providing we have not been notified of any changes to the patient's regimen we will then send the repeat prescription request letter** to the managing GP.

Please use a paper clip or just put the letter and prescription in the envelope. Please DO NOT STAPLE the letter and prescription.

The prescription needs to pass through our scanner, which prints an **essential** number in the top left hand corner, and staples prevent the prescription from being scanned.

*Buffer stock is not provided in all areas; this decision is made at a contract level. **We will only ask for what is required to send to the PPA. **If your practice has a large prescription processing team who would benefit from further assistance please contact the helpline, we will do our best to provide appropriate assistance; this may involve further support literature or training.**

This information is intended for healthcare professionals only.

All products mentioned are Foods for Special Medical Purposes for the dietary management of disease related malnutrition and must be used under medical supervision.