

## **PRESCRIPTION CLERKS NEWSLETTER** Nov 2023

Informing Prescription Clerks and Practice Staff who manage repeat prescription requests about changes to local prescribing guidelines and prescription services as well as providing updates on medicine related matters.

### **ONE-OFF EPS NOMINATION TO ABBOTT H2H FOR ENTERAL (TUBE) FEED PRESCRIPTIONS**

Some patients have been experiencing delays in obtaining their supply of enteral feeds which causes distress and creates additional work for practices, dieticians and suppliers. The following information should help practices to ensure prescriptions are sent to the correct supplier so patients receive their enteral feed deliveries on time.

#### **What is Enteral Feeding?**

Enteral (tube) feeding may be recommended when someone is unable to safely take sufficient food and/or fluids orally. Instead, a dietitian advises on the most appropriate nutritionally complete liquid feed to prescribe, and this is then given via a feeding tube directly into the stomach, some examples are Jevity®, Osmolite® and Perative®. Enteral feeding does not cure the underlying medical condition, but this specialist advice and feed enables the patient to remain well-nourished and hydrated.

Abbott Nutrition currently supply the specialist enteral feeds to patients in East Berkshire via the Hospital2Home (H2H) service and deliver both feed and equipment directly to the patient.

#### **Prescription Requests**

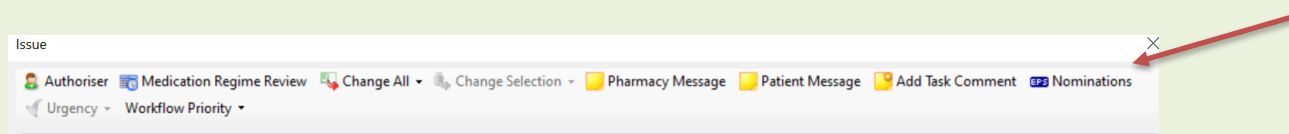
As enteral feeds may be the patient's only form of nutrition, it is important that Abbott H2H prescriptions requests are issued as high priority to ensure the patient doesn't run out, and it is for this reason new feeds usually have an initial request for 2 prescriptions.

A one-off nomination, as detailed below, should be used to send prescriptions to Abbott H2H which is a community pharmacy that specialises in supplying specialist feeds and as such, cannot be added to the direct appliance contractor (DAC) nomination. It also cannot be added to the regular nomination as the patient will have a nominated local community pharmacy for their regular repeat medications.

#### **Option 1 ( recommended):**

- **Send via EPS using the one-off nomination: Search postcode ZE1 0AA and select H 2 H Pharmacy Limited**  
(Add a reminder in the medication screen message box on how to send via EPS using the one-off nomination)

a. **Select** the item from the repeat or acute list -> **ISSUE**. At the top right hand corner of the issue box, click '**Nominations**'



b. Click **FIND** in the One-Off Pharmacy nomination search box

Manage the pharmacy nominations for [redacted]

Would you like to choose One-Off Pharmacy nomination? Find

A One-Off Pharmacy nomination cannot be selected for Appliance contractor or Dispensing Doctor.

Primary	[redacted]	Find
	[redacted]	Remove
Appliance	(none)	Find
	(address)	Remove

## **PRESCRIPTION CLERKS NEWSLETTER** Nov 2023

Informing Prescription Clerks and Practice Staff who manage repeat prescription requests about changes to local prescribing guidelines and prescription services as well as providing updates on medicine related matters.

- c. Search for the supplier using the dummy postcode, **ZE1 0AA**, as the supplier's actual postcode will not work. Select '**H 2 H Pharmacy Limited**' as the supplier and click **OK**.

One-Off Pharmacy nomination search

Use this dialog to search for a new dispensing contractor

You are currently searching for an One-Off Pharmacy

Name

Postcode  Timeframe

Code	Name	Address	Telephone	Distance	Opening hours
FL377	Homeward Pharmacy	Pipers Road, Park Farm Ind Estate, Worcestershire, B98 ...	01225 580289	0.00 mile	
FL664	Salve	Salve Court, Eastgate Way, Chesham, MK3 1NT	01898 533588	0.00 mile	
FWN00	H 2 H Pharmacy Limited	Sovereign House, 1-2 Bingham Road, Kent, ME10 3SU.	01795 512962	0.00 mile	

The chosen one-off nomination will show on the 'Manage EPS Nominations' screen. Press **OK** and then continue to issue the prescription following the usual practice processes.

### **Option 2**

- If unable to use the one-off nomination function and to send electronically, search for EPS Code FWN00, Postcode ME10 3SU, Name H 2 H (Note spacing between H and 2 and H).

### **Option 3**

- If the prescription is printed, post to Abbott Nutrition International, Abbott Laboratories Ltd, Sovereign House, Bingham Road, Sittingbourne, Kent, ME10 3SU

**Adding a note to the pharmacy text box on EACH product e.g. 'Dispensed by Abbott H2H' or 'Dispensed by local pharmacy' will reduce prescriptions being sent to the wrong supplier and causing delays in supply, or duplication of feed. Remember to update new products.**

### **Prescription Queries**

For queries about the prescription request, please contact Abbott directly as per the contact details on the request letter or contact the named dietitian in the clinic letter.

For additional support or for other queries about feeds please contact the Medicines Optimisation Team Prescribing Support Dietitian, Cathy Macqueen, email [catherine.macqueen@nhs.net](mailto:catherine.macqueen@nhs.net)

For repeat prescriptions training for admin staff /prescription clerks or newsletter queries , please contact Caroline Hailstone, Medicines Optimisation Pharmacist, email: [caroline.hailstone@nhs.net](mailto:caroline.hailstone@nhs.net) (Mob: 07768 020809)