

## How to send enteral tube feed prescriptions to the Nutricia Homeward Service

This communication is to support Prescription Clerks and Practice Staff to manage **Nutricia Homeward** enteral tube feed prescriptions.

**Contact details:** Nutricia Homeward Prescription Team

Telephone: 01225 893310 or 0800 0933672 (option 5): 8.30am – 5.15pm Mon to Thursday and 8.30am – 4pm Friday.

Email: [ntrl.prescription.team@nhs.net](mailto:ntrl.prescription.team@nhs.net) or [prescription.team@nhs.net](mailto:prescription.team@nhs.net)

### 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, and this is then given via a feeding tube directly into the gut.

Nutricia now supplies the specialist enteral feeds to patients in Frimley via the Nutricia Homeward Service and delivers both enteral feed and equipment directly to the patient. Patients select where they want their enteral feed dispensed, and the vast majority choose the Homeward Pharmacy Service. If a patient chooses their local pharmacy to issue their enteral feed instead, this will be supported and Nutricia Homeward will send the feeding equipment every 28 days.

As enteral feeds may be the patient's only form of nutrition, it is important that Nutricia Homeward prescription requests are issued as **high priority** to ensure the patient does not run out.

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

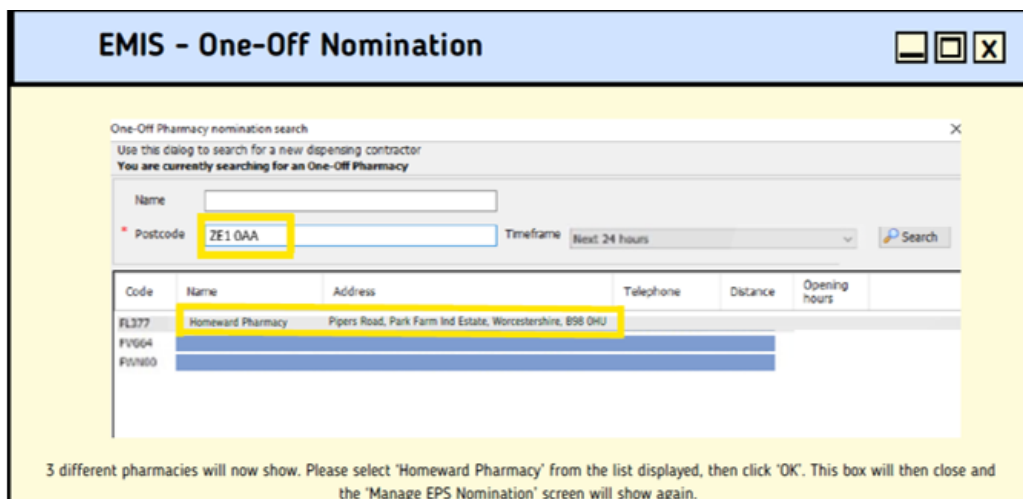
### How will Nutricia Homeward request prescriptions?

Nutricia Homeward prefer to request a prescription via nhs.net, although letters can be sent if needed. The request will state the **order number**, patient's details, products and quantities needed. Please enter the **order number** in the pharmacy box on the prescription, so Nutricia Homeward can ensure it is allocated to the correct delivery.

**Please note that the order number will need to be updated each time a new prescription is requested.**

### How to send a prescription to Homeward Pharmacy for non-dispensing practices?

Many patients will have a nominated pharmacy for their regular medication. To send the enteral feed prescription to Nutricia Homeward, follow the process for either a one-off nominated or non-nominated prescription. If your practice is not enabled for one-off nominations, then please contact EMIS directly.



**EMIS - One-Off Nomination**

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, B56 0HU			
FV064					
FV060					

3 different pharmacies will now show. Please select 'Homeward Pharmacy' from the list displayed, then click 'OK'. This box will then close and the 'Manage EPS Nomination' screen will show again.

Options	One-off nominated Pharmacy	Non-nominated EPS	Nominated EPS	Paper FP10
	Search for postcode ZE1 OAA Select 'Homeward Pharmacy'	Email prescription ID/barcode and NHS number to Nutricia team <a href="mailto:ntrl.prescription.team@nhs.net">ntrl.prescription.team@nhs.net</a>	If patient has no other nominated pharmacy. Nominate and issue EPS prescription to Homeward Pharmacy, FL377, post code B98 OHU	Send by post* Add order number and/or delivery date to the prescription. FREEPOST PLUS RSTX-URZX-BHSR Nutricia Homeward, Newmarket Avenue, White Horse Business Park, Trowbridge, Wiltshire BA14 0XQ
Patient has a Nominated Pharmacy	✓	✓		
Patient has no Nominated Pharmacy	✓	✓	✓	
Patient requires paper prescriptions				✓

\*If you need Freepost envelopes, please contact the Nutricia Homeward Prescription Team

### How to send a prescription to Homeward Pharmacy for dispensing practices?

As dispensing practices are unable to use the 'one-off nomination' function, there are two methods for sending prescriptions to Nutricia Homeward:

1) Temporarily, change the patient's nominated pharmacy to Nutricia Homeward by typing **ZE1 OAA** on the primary nomination and selecting 'Homeward Pharmacy'. Send the enteral feed prescription via EPS to Nutricia Homeward.

Once the prescription has been downloaded from the spine, remove Nutricia Homeward as the nominated pharmacy and change it back to the patient's preferred pharmacy, so that future medications can be issued normally. This may not happen instantly.

or

2) Change the nominated pharmacy to '**any pharmacy**'. Email the prescription ID/barcode and NHS number to Nutricia team [ntrl.prescription.team@nhs.net](mailto:ntrl.prescription.team@nhs.net) Alternatively, print a prescription token and post to: **Nutricia Homeward, Newmarket Avenue, White Horse Business Park, Trowbridge Wiltshire, BA14 0XQ.**

**Further Support:** For queries regarding the feed presentation or volume, please contact the initiating dietitian.

Document written by the Medicine Optimisation Team [frimleyicb.prescribing@nhs.net](mailto:frimleyicb.prescribing@nhs.net)