

Pharmacy and Prescribing Support Unit

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To: Managers of care and residential homes within  
NHSGGC

Date  
Your Ref  
Our Ref  
Tel  
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09 November 2018

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Dear colleague

### **Oral Nutritional Supplements (ONS) New Ways of Working project**

The purpose of this letter is to let you know about a pilot project testing 'New Ways of Working' for adults who require ONS products, including those in care and residential homes. The pilot is currently underway in 3 areas of NHSGGC; East Dunbartonshire, West Dunbartonshire and Renfrewshire. If successful the model will be rolled out to the rest of NHSGGC.

If your home is serviced by a community pharmacy who is participating in the project (an up to date list of participating pharmacies can be found overleaf), dietitians will now use these 'New Ways of Working' for patients who require ONS.

Under 'New Ways', **new** ONS prescriptions can only be initiated by a dietitian. Community pharmacy will prescribe and supply ONS as requested by the dietitian, without the need for a GP prescription. GPs and other prescribers in East Dunbartonshire, West Dunbartonshire and Renfrewshire have therefore been asked NOT to initiate prescriptions for ONS, unless in very exceptional circumstances, moving forward.

**Please note that any historical patients who are prescribed ONS by their GP will continue to receive their products via their GP until further notice.**

Patients who use the ONS 'New Ways of Working' will also have their ONS requirements monitored regularly for the duration of their ONS treatment. This ONS monitoring will be undertaken by either the dietitian or the community pharmacy who will request information from you regularly e.g. patient's weight, compliance with ONS.

**For patients using the 'New Ways of Working'** it is essential that an ONS prescription is NOT requested from the GP practice via the Medication Administration Record (MAR) or any other means. This will lead to the patient receiving a supply of ONS from both their community pharmacy AND their GP. If you feel that ONS need to stay on MARs for administration / audit trail purposes, please indicate on the MAR that GP prescriptions are NOT required for ONS products for patients using the ONS 'New Ways of Working'.

Homes should continue to use existing nutritional guidelines, pathways and policies e.g. regular weight checks / MUST screening, use of MUST Step 5 in care homes and use of the Food First approach to treating those at risk of malnutrition. If ONS are felt to be required, patients should be referred to the dietitian. Again, referrals to the dietitian must be

in line with current policy e.g. in care homes this should be after the implementation of MUST Step 5.

For care homes, our Care Home Liaison Nurses are aware of the pilot and will:

- Support the principles of ONS initiation by dietitians only
- Continue to provide support to care home staff and patients in implementing nutritional screening (using MUST) and Food First approaches
- Where care homes seek advice when MUST step 5 has not met treatment aims, ensure that Food First advice is maximised
- Support the referral of patients to dietetics when appropriate as defined in the MUST pathway and MUST Step 5, and the avoidance of inappropriate referrals to dietetics

We would like to thank you in advance for your support with this innovative pilot project that is supported by Clinical Directors, Heads of Health and Community Care, Dietetic managers and Pharmacy & Prescribing Leads across the 3 participating areas.

If you require further information, please do not hesitate to contact me, your care home liaison nurse or local dietetic team.

Yours sincerely



**Lead Prescribing Project Dietitian**

cc NHSGGC care home liaison nurses

NHSGGC care home dietitians

Elaine McKinlay, Dietetic Team Lead South Sector – Community

Michelle Wardrop, Community manger - Dietetics

## ONS New Ways pilot: Participating community pharmacies at 9<sup>th</sup> November 2018

### West Dunbartonshire

Bonhill Pharmacy  
Boots – Clydebank Shopping Centre  
Boots – High St  
Boots – Main St  
Boots – Mitchell Way  
Boots – North Elgin St  
Brucehill Pharmacy  
Clan Chemists  
Clarkes Chemist  
TLC Duntocher Pharmacy  
Greenhead Pharmacy  
Lightburn Pharmacy  
Lloyds – Dumbarton Rd  
Lloyds – High St  
Lloyds – 375 Kilbowie Rd  
Lloyds – 391 Kilbowie Rd  
Lloyds – Station Rd  
Mackie Pharmacy  
Marchbanks Pharmacy  
N & R Gordon – Alexandria  
Well Pharmacy – Dalvaird Rd  
Willis Pharmacy – Clydebank

### East Dunbartonshire

Auchinairn Pharmacy – Auchinairn Rd  
Bannerman's Pharmacy – Merkland Dr  
Boots – Baljaffray Shopping Centre  
Boots – Bishopbriggs  
Boots – Kirkintilloch  
Campsie Pharmacy – Campsie Rd  
Gordon's Pharmacy – Douglas St  
Graeme Pharmacy – Station Rd  
J F Forbes – Kirkintilloch Rd  
Lloyds - Kirkintilloch  
Lloyds – Milngavie Road  
Lloyds – New Kirk Road  
Mackie Pharmacy – Spey Rd  
M Farren – Main St  
Morrisons Pharmacy – The Triangle Centre  
Pulse Pharmacy – Newdyke Rd  
Torrance Pharmacy – Main St  
Twechar Pharmacy – St John's Way, Main St  
Well Pharmacy – Cowgate  
Woodhill Pharmacy – Woodhill Rd

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### Renfrewshire

Abbey Chemist – Gauze St  
Abbey Chemist – Lonend  
Andrew Hughes – Bridgewater Centre  
Asda Linwood  
Barshaw Pharmacy  
Bishopton Pharmacy  
Boots – Braehead  
Boots – Bridge of Weir  
Boots – Central Road  
Boots – Gallowhill  
Boots – Houston  
Boots – Johnstone High St  
Boots – Johnstone Houston Court  
Boots – Linwood  
Boots – Paisley Neilston Rd  
Boots – Paisley Ctr  
Boots – Ralston  
Boots – Renfrew 118/120 Paisley Rd  
Boots – Renfrew 142/144 Paisley Rd  
Foxbar Pharmacy  
Glenburn Pharmacy  
Lloyds - Kashmir Ave  
Lloyds – Bargarran Centre  
Lloyds – High St  
Lloyds – Tannahill Centre

Lloyds – Causeyside St  
Lloyds – Love St  
Lloyds – Neilston Rd  
Newfield Pharmacy  
Penmans – 72 High Street  
Penmans – 14A High St  
Penmans – William St  
Reach Pharmacy – Spateston  
Reach Pharmacy – Howwood  
Reach Pharmacy – Elderslie  
Reach Pharmacy – Johnstone  
Rowlands Pharmacy – Rowlands  
Well Pharmacy – Broomlands St  
Well Pharmacy – Glasgow Rd  
Well Pharmacy – High St  
Well Pharmacy – Mains Dr  
Well Pharmacy – Neilston Rd  
Well Pharmacy – Quarry St