

SOP016: Oral Nutritional Supplement (ONS)

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| Purpose | A guide for processing requests for ONS which are on the patient's repeat template. |
| Scope | This SOP is for processing prescriptions requests for ONS for both new and continuing requests |
| For the use of | Prescription Clerks, Receptionists, Administrators, Pharmacy Technicians and Pharmacists |

Request for prescription of ONS received (NHS App, paper slip, footfall etc.)

Please check appendix if you are unsure of products.

Repeat Prescription coordinator/administrator investigations and actions:

Please check the following before issuing the prescription:

- 1) **Quantity prescribed** in 28-day period and **how often patient is requesting**. NB usual prescriptions are 1-3 items (125/200ml bottles or 50-60g sachets) per day. See appendix for alphabetical ONS list if you are unsure of products.
 - A) If any issues identified → **Highlight to pharmacist. Item can still be issued (unless quantity is obviously inappropriate).**

- 2) Product requested:
 - A) Check if patient prescribed items highlighted in **RED** (appendix), if identified → **Send query to Norfolk and Waveney ICB (NWICB) dietetic team. Do not issue.** Please document on SystmOne/EMIS "*[Name of GP practice] are not allowed to issue these products as they are not on the formulary, this will be highlighted to our dietetic team at NHS Norfolk & Waveney ICB to review*".
 - i. Ensure Liquid (250ml can) Please note this is NOT the same as Ensure Plus Milkshake/yoghurt style (200ml) bottle which is on the guidelines¹.
 - ii. Fresubin Original drink (200ml bottle).
 - iii. Meritene Energis Oral Powder 30g or Meritene Energis Soup Oral Powder 50g sachets.
 - B) If patient has been prescribed starter packs for >3 months → **Highlight to pharmacist. Item can still be issued.**

- 3) How long patient has been prescribed ONS for?
 - A) If ONS prescribed for less than 12 months → **Issue the ONS.**
 - B) If ONS prescribed for over 12 months → **check patient is known to a dietitian. If they are being actively reviewed → Issue the ONS** (unless issues with product/quantity have been identified as above).

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|---------------------------------------------------------------------------------------|------------------------------------|-------------------------------------------|
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- i. For SystmOne enter the word 'diet' in the Tabbed Journal search bar to pick up any input/letters from Dietitians, Dietetic Assistants or Dietetic Assistant Practitioners).
 - ii. For EMIS search for Dietitian letters or search keywords in consultations such as 'dietitian/dietician' or the name of the ONS.
- C) If ONS prescribed for over 12 months and **NOT** being actively reviewed by a dietitian → **Highlight to pharmacist. ONS can still be issued** (unless issues with product/quantity have been identified as above).

Pharmacist investigations and actions:

- 1) **Quantity issues** e.g., ordering is very erratic i.e., 3 months or more between last issue, or if repeatedly ordering before the due date, amount of ONS prescribed is inappropriate (excessive or too little), or on short issue e.g., 7 days. **Please investigate and correct prescription. Item can still be issued.**
- 2) Starter / Sample packs of ONS: these should only be prescribed **short term** to establish whether product is suitable and flavour preferences. They are more expensive than using standard packs and may lead to wastage.
 - A) Please contact patient to find out which flavours are suitable and add these to their repeat template if appropriate.
- 3) If ONS has been prescribed for **longer than 12 months** and patient has not been seen by a dietitian. Please investigate:
 - A) Why the ONS was started and by whom?
 - B) Was nutritional screening using MUST² carried out?
 - C) Has the patient's weight been checked in the last 6 months?
 - D) What were the aims of using ONS and have these aims been met?
 - E) Does the person still require this prescription? Does prescribing meet the ACBS criteria? E.g., Disease-related malnutrition. Please see link to ONS guidelines for more information¹.
 - F) Does the person need any first line information on nutrition support or to be referred to a dietitian?
- 4) If the person was recommended ONS by a dietitian but has now been discharged for monitoring in primary care:
 - A) Check the dietitians discharge letter for details on how long to prescribe ONS and for aims, review ONS using this information.
 - B) Once reviewed ensure plan is in place for monitoring every 3-6 months.
 - C) **Add date of review into script note and suggest time to review again** e.g., "Reviewed on [date] by [name], due for review in 3 months". This should prevent the prescription being questioned every time it is requested.

NB: Routine reviews of ONS should be part of the patient's Structured Medication Review (SMR)

If pharmacist unable to resolve query or unsure and would like to discuss, then contact the NWICB dietetic team as per blue box below.

¹ [NWICB Guideline for prescribing oral nutritional supplements for adults in Primary Care](#)

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[Carer information: Eating and drinking at the end of life](#)

[ONS prescribing in end-of-life care](#)

[Substance misuse & ONS prescribing](#)

²Please see link to MUST screening https://www.bapen.org.uk/pdfs/must/must_full.pdf

Contact details for NWICB Dietitians: nwicb.dieteticqueries@nhs.net

Please provide the following details with your query:

- 1) Patient name
- 2) NHS number
- 3) GP practice patient is registered with
- 4) Type of query (ONS, thickener, infant formula) and product
- 5) Reason why highlighted to team

Appendix: Alphabetical list of Oral Nutritional Supplements (Jan 2024)

Please make NWICB Dietitians aware of any patients prescribed the products highlighted in red (do not issue).

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| Altrajuce Starter Pack liquid 4 x 200ml |
| Altrajuce liquid (Apple/blackcurrant/strawberry/orange) 200ml |
| Altraplen Compact Starter Pack liquid 4 x 125ml |
| Altraplen Compact liquid (banana/hazel chocolate/strawberry/vanilla) 125ml |
| Altraplen Energy Starter Pack Liquid 4 x 200ml |
| Altraplen Energy Liquid (strawberry/vanilla/banana/chocolate) 200ml |
| Altraplen Protein Starter Pack liquid 2 x 200ml |
| Altraplen Protein liquid (strawberry/vanilla) 200ml |
| Altrashot (neutral/strawberry/vanilla) 120ml |
| Altrashot Starter Pack liquid 2 x 120ml |
| Altrashot Neutral Starter Pack liquid 1 x 200ml |
| Aymes 2.0kcal Starter Pack liquid 3 x 200ml |
| Aymes 2.0kcal liquid (banana/strawberry/vanilla) 200ml |
| Aymes ActaCal Creme dessert (chocolate/vanilla) 125g |
| Aymes ActaCal Creme Starter Pack dessert 2 x 125g |
| Aymes ActaGain 1.5 Complete Starter Pack liquid 4 x 200ml |
| Aymes ActaGain 1.5 Complete Liquid (banana milkshake/double chocolate/strawberry burst/smooth vanilla) 200ml |
| Aymes ActaGain 2.4 Complete Maxi Starter Pack liquid 3 x 200ml |
| Aymes ActaGain 2.4 Complete Maxi liquid (strawberry/vanilla/banana) 200ml |
| Aymes ActaGain Juce Starter pack liquid 4 x 200ml |
| Aymes ActaGain Juce liquid (apple/orange/cranberry & raspberry/mango & passionfruit) 200ml |
| Aymes ActaGain Protein Shot (mixed berry/tropical fruit) |

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| 60ml |
| Aymes ActaSolve Delight powder 57g sachets (butterscotch/lemon/mixed berries) |
| Aymes ActaSolve Delight Starter Pack powder 3 x 57g sachets |
| Aymes ActaSolve High Energy powder 85g sachets (vanilla/banana/strawberry/chocolate) |
| Aymes ActaSolve High Energy Starter Pack powder 4 x 85g sachets |
| Aymes ActaSolve Protein Compact powder 57g sachets (Strawberry/Chocolate/Banana/Vanilla/Neutral) |
| Aymes ActaSolve Protein Compact Starter Pack powder 5 x 57g sachets |
| Aymes ActaSolve Smoothie Starter Pack powder 4 x 66g sachets |
| Aymes ActaSolve Smoothie powder 66g sachets (strawberry & cranberry/mango/peach/ pineapple) |
| Aymes ActaSolve Savoury powder 57g sachets (chicken/vegetable/potato & leek) |
| Aymes ActaSolve Savoury Starter Pack powder 3 x 57g sachets |
| Aymes Shake Compact Starter Pack powder 6 x 57g sachets |
| Aymes Shake Compact powder 57g sachets (banana/chocolate/neutral/strawberry/vanilla) |
| Aymes Shake Starter Pack powder 6 x 57g sachets |
| Aymes Shake powder 57g sachets (banana/chocolate/ginger/neutral/strawberry/vanilla) |
| Calogen Emulsion 500ml/200ml (neutral/strawberry) |
| Calogen Extra Emulsion 200ml (strawberry/neutral) |
| Calogen Extra Shots Emulsion 6x40ml (strawberry/neutral) |
| Calshake powder 87g sachets (banana/neutral/strawberry/vanilla/) / 90g sachets (chocolate) |
| Complan Shake Starter Pack sachets 5 x 57g sachets |
| Complan Shake oral powder 57g sachets (banana/chocolate/milk/strawberry/vanilla) |
| Enshake oral powder 96.5g sachets (banana/strawberry/vanilla/chocolate) |
| Ensure Compact liquid (banana/caff e latte/vanilla/strawberry) 125ml |
| Ensure Plus Advance liquid (banana/vanilla/coffee/strawberry/chocolate) 220ml |
| Ensure Plus Commence liquid assorted 10 x 200ml |
| Ensure Plus Creme (banana/chocolate/neutral/vanilla) 125g |
| Ensure Plus Fibre liquid (banana/chocolate/raspberry/strawberry/vanilla) 200ml |
| Ensure Plus Juce liquid (apple/fruit punch/lemon & lime/orange/peach/strawberry) 220ml |
| Ensure Plus milkshake style liquid (banana/chocolate/coffee/FOF/neutral/peach/strawberry/ vanilla) 200ml |
| Ensure Shake oral powder 57g sachets (banana/chocolate/strawberry/vanilla) |
| Ensure TwoCal liquid (banana/neutral/strawberry/vanilla) 200ml |
| Ensure liquid 250ml can (chocolate/vanilla) |
| Foodlink Complete Compact powder 57g sachets (banana/chocolate/natural/strawberry/vanilla) |
| Foodlink Complete Compact Starter Pack sachets 5 x 57g |
| Foodlink Complete Starter Pack powder 5 x 57g |
| Foodlink Complete powder 57g sachets (banana/chocolate/natural/strawberry/vanilla) |
| Foodlink Complete powder with fibre 63g sachets (chocolate/banana/strawberry/natural/ vanilla) |
| Foodlink Complete powder with fibre Starter Pack 5 x 63g |
| Foodlink Extra powder 85g sachets (chocolate/banana/strawberry/vanilla) |
| Foodlink Smoothie powder starter pack x 66g sachets |
| Foodlink Smoothie powder 66g sachets (orange & mango/peach/red berry/tropical) |
| Forticreme Complete dessert (banana/chocolate/forest fruits/vanilla) 125g |

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| Fortijuice Starter Pack liquid 4 x 200ml |
| Fortijuice liquid (apple/orange/strawberry/lemon/tropical) 200ml |
| Fortisip 2kcal liquid (chocolate-caramel/forest fruit/mocha/strawberry/vanilla) 200ml |
| Fortisip Bottle (banana/chocolate/neutral/strawberry/vanilla) 200ml |
| Fortisip Compact Fibre liquid (mocha/strawberry/vanilla) |
| Fortisip Compact Fibre Starter Pack liquid 4 x 125ml |
| Fortisip Compact Protein Starter Pack liquid 8 x 125ml |
| Fortisip Compact Protein liquid (banana/berries/cool red fruits/hot tropical ginger/mocha/neutral/peach and mango/strawberry/vanilla) 125ml |
| Fortisip Compact Starter Pack liquid 6 x 125ml |
| Fortisip Compact liquid (banana/chocolate/mocha/neutral/strawberry/vanilla) 125ml |
| Fortisip Extra liquid (strawberry/vanilla) 200ml |
| Fortisip PlantBased 1.5kcal liquid (mango passionfruit/mocha) 200ml |
| Fresubin 2kcal Creme dessert (cappuccino/caramel/chocolate/praline/vanilla/wild strawberry) 125g |
| Fresubin 2kcal Fibre drink (apricot-peach/cappuccino/chocolate/lemon/neutral/vanilla) 200ml |
| Fresubin 2kcal drink (apricot-peach/cappuccino/fruits of the forest/neutral/toffee/vanilla) 200ml |
| Fresubin 3.2kcal drink (cappuccino/mango/hazelnut/vanilla-caramel) 125ml |
| Fresubin 5kcal shot drink (lemon/neutral) 120ml |
| Fresubin Energy Fibre liquid (banana/caramel/cherry/chocolate/strawberry/vanilla) 200ml |
| Fresubin Energy liquid (banana/blackcurrant/cappuccino/chocolate/lemon/strawberry/tropical fruits/vanilla) 200ml |
| Fresubin Jucy drink (apple/blackcurrant/cherry/orange/pineapple) |
| Fresubin Jucy drink Starter Pack 6 x 200ml |
| Fresubin Original drink (blackcurrant/chocolate/peach/vanilla) 200ml |
| Fresubin Powder Extra oral powder 62g sachets (chocolate/neutral/strawberry/vanilla) |
| Fresubin Powder Fibre (vanilla) 500g tin |
| Fresubin Pro Compact Drink (apricot-peach/cappuccino/vanilla) 125ml |
| Fresubin Protein Energy drink (cappuccino/chocolate/tropical fruits/vanilla/wild strawberry) 200ml |
| Fresubin Thickened Level 2 (vanilla/wild strawberry) 200ml |
| Fresubin Thickened Level 3 (vanilla/wild strawberry) 200ml |
| Fresubin YOcreme dessert (apricot-peach/biscuit/lemon/raspberry) 125g |
| Meritene Energis Soup oral powder 50g sachets (chicken/vegetable) |
| Meritene Energis oral powder 30g sachets (chocolate/strawberry/vanilla) |
| Nutillis Complete Creme Level 3 custard (chocolate/strawberry/vanilla) 125g |
| Nutillis Complete Drink Level 3 liquid (chocolate/lemon tea/mango & passionfruit/strawberry/vanilla) 125ml |
| Nutillis Fruit Dessert Level 4 (apple/strawberry) 150g |
| Nutricrem Starter Pack dessert 4 x 125g |
| Nutricrem dessert (chocolate orange/mint chocolate/strawberry/vanilla) 125g |
| Pro-cal powder (30/200 x 15g sachets or 510g/1.5kg/12.5kg tub) |
| Pro-cal powder Starter Pack 8 x 15g sachets |
| Pro-cal shot (banana/neutral/strawberry) 120ml |
| Pro-cal shot starter pack 3 x 120ml |
| Scandishake Mix oral powder (banana/caramel/chocolate/strawberry/unflavoured/vanilla) 85g sachets |
| SLO Milkshake+ IDDSI 1 Slightly Thick oral powder 50g sachets (banana/chocolate/strawberry) ³ |

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| SLO Milkshake+ IDDSI 2 Mildly Thick oral powder 50g sachets (banana/chocolate/strawberry) ³ |
| SLO Milkshake+ IDDSI 3 Moderately Thick oral powder 50g sachets (chocolate/strawberry) ³ |
| Vital 1.5kcal liquid (café latte/mixed berry/vanilla) 200ml |

³ SLO Milkshake drinks are awaiting ACBS re-approval at the time of writing, please highlight this to the prescriber to check they are happy to authorise this prescription.

Version Control

| Date | Version Number | Change Made |
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| 08/05/2024 | 1.0 | New SOP |

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