

Frequently Asked Questions (FAQs) for the Community Pharmacy Nutrition Support Service (CPNSS)

| Question | Answer |
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| I have received a request from a Dietitian to register a patient for the service and provide supplements, however the patient has not attended the pharmacy, what should I do? | If the patient does not attend or contact the pharmacy within a few days of the request, please call them to advise that they have been registered and their order is available to collect. |
| I have received a request from a Dietitian to register a patient for the service and provide supplements, however the patient has not attended the pharmacy, what should I do? | If the patient does not attend or contact the pharmacy within a few days of the request, please call them to advise that they have been registered and their order is available to collect. |
| An ONS request was sent however the patient no longer wants any form of ONS. | Please contact the Dietitian that made the request to update them on the situation. They will advise a course of action. |
| What actions do I need to take if a patient on ONS passes away? | Please update the record of care to show that the patient is deceased. Where possible it would be helpful to contact the Dietetic team involved as well to make them aware. The Dietitians are also asked to pass this information on to the pharmacy if they are the first to become aware of the patient's passing. |
| The patient no longer happy with ONS stated on the request form. Can I change the prescription to a different product? | Through the new service pharmacies are able to change the flavour of the ONS without needing to clarify this with the Dietitian. However if the patient is to be considered for a different ONS product, the Dietitian responsible for the patient should be contacted and they should submit a new ONS request form |
| Should I use UCF to do prescription? | Yes use the UCF- Prescribe the ONS under the health board local service tab, then select option- GP notification (remember to complete the GP practice details). There is no need to submit this with your prescriptions or provide a copy to the GP. |

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| How often should I check the clinical inbox? | Clinical inboxes should be checked at least once daily. |
| Can ONS request forms be sent to individual email accounts rather than clinical inboxes? | It is essential that clinical inboxes are used for receiving documents with patient identifiable information. This ensures that data is shared securely, is accessible by more than one member of the business and complies with the new GDPR regulations. For support with accessing clinical inboxes, please phone 0345 612 5000 |
| Should I wait for patients to call to re-order their ONS? | In general the pharmacy should be responsible for contacting patients each month to establish supply needs. This prevents vulnerable patients from being missed. Patients well known to the pharmacy, that reliably phone or drop-in for medications can have more flexible arrangements. |
| A patient is wanting to go on holiday and is asking for more than 1 month? | If supply only this would be fine to give 2 months. However if they are for monitoring this should be raised and discussed how this will take place during this time. |
| Will there be a sudden influx of large numbers of patients? | No the patient numbers should gradually increase as the Prescribing Support teams will on a phased basis be identifying the historic patients and referring them to the Dietitians for review and transfer over to the new service. |
| Where can I receive updates on the new service? | There is a CPNSS section on the Community Pharmacy Scotland webpage https://www.communitypharmacy.scot.nhs.uk/nhs-boards/nhs-greater-glasgow-clyde/pharmacy-services/community-pharmacy-nutrition-support-service-cpnss . We also regularly send communications to the generic inboxes. |