

## Notes

Use this space to record any information you feel would be beneficial to discuss with your Dietitian.

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# NUTRITIONAL SUPPLEMENTS

Your Prescribed Nutritional Supplement

Your Dietitian's Details:

Name: \_\_\_\_\_

Clinic: \_\_\_\_\_

Number: \_\_\_\_\_

## Contact Details for Ordering my Supplements

Contact: Non Prescription Ordering (NPO) Dietetic Team  
Telephone: **01383 565314**  
E-mail: [npodietitians@nhs.net](mailto:npodietitians@nhs.net)

*Your regular Dietitian will continue to deal with any questions about your nutrition or appointments – see contact details on front page*

## About my Oral Nutritional Supplements

My Oral Nutritional Supplements:

Date	Type	Qty per day
_____	_____	_____
_____	_____	_____
_____	_____	_____

Appointments:

Date	Clinic or telephone appointment	Time
_____	_____	_____
_____	_____	_____
_____	_____	_____

## What information do I leave on the answering machine?

- Your name, date of birth, best contact details and a short message and someone will call you back.

## How will I know if my request has been processed?

- A member of staff from the Dietetic Department will call you back.

## What if I lose my patient booklet?

- Contact us on **01383 565314** and we can send you another booklet

*Might be a good idea to...*

- Keep this booklet where you store your supplements.
- Take a copy of the important phone numbers in this booklet for Dietetic Department and Abbott Nutrition and keep them in a safe place.

## What times can I call?

Dietetic Office:

- Monday to Friday 8.30am till 4.30pm

Abbott Nutrition:

- Mon to Friday 8am till 8pm
- Saturday 9am till 1pm

## Frequently Asked Questions

### **Do I still need to see my GP for my Nutritional Supplement prescription?**

- No - your nutritional supplement requirements will now be dealt with solely by your Dietitian.

### **What if I don't need a delivery?**

- Contact the Dietetic Department on **01383 565314**.

### **What if I missed a delivery?**

- Contact Abbott Nutrition on **0800 0183799** and they will advise.

### **What if I know I'm not going to be home for my delivery?**

- Contact Abbott Nutrition on **0800 0183799** to make alternative arrangements.

### **What if I run out/forget to order my supplements?**

- Contact the Dietetic Department on **01383 565314**.

### **Can someone else order/speak on my behalf?**

- Yes, please ensure that your Dietitian is aware of who can speak on your behalf, and then their details can be added to the systems.

### **What am I trying to achieve?**

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### **What are my dietary goals?**

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### **How can Oral Nutritional Supplements help?**

Normally, we should be able to get all the nutrients we need from food. Sometimes if we are unwell and not eating or have swallowing difficulties, we may need Nutritional Supplements. These are generally recommended on a short term basis and your Dietitian will guide you on how long you may require these.

Nutritional Supplements should be taken in addition to and not instead of food. Avoid taking them just before or at meal times. They are filling and can affect your appetite.

**All Nutritional Supplements need to be ordered via your Dietetic Department and need to be monitored and reviewed by your Dietitian.**

## Storage of Supplements

Your Nutritional Supplements need to be stored in a cool, dry place such as a cupboard. They can also be stored in the fridge if you prefer them chilled.

Once you have opened your oral nutritional supplement, it may be kept out of the fridge for up to **4 hours** or in the fridge for up to **24 hours**.

## Ordering of Supplements

When you have at least 7 days stock remaining, you will need to contact the Dietetic Department to order your next month's supply of supplements.

When contacting the department, we will need the following information:

**Full Name**

**Date of Birth**

**Preferred Contact Details**

**Details of request or changes to supplements**

You can contact the Dietetic Department by telephone or email. If there is no one to take your call, you can leave a message on the answering machine and someone will call you back to confirm your call and help with any queries/questions.

Telephone number: 01383 565314

E-mail: npodietitians@nhs.net

## Delivery of Supplements

Abbott Nutrition is the company who will be supplying your Nutritional Supplements via a courier service. This service will provide the following benefits:

- Delivery of your nutritional supplements on the day of your choosing
- A courier text service\* will advise the date and approximate time when to expect your delivery.
- Through this service you can:-
  - Track your delivery
  - Arrange to collect from a local store
  - Amend the delivery date
  - Request the courier to leave in a safe place

If you have a question regarding your delivery, you can contact Abbott Nutrition on 0800 018799.

*\*You will automatically be opted in to Abbott's text service, if you would like to be opted out of this, please contact the Dietetic Department as found on page 3.*

## When to expect your first delivery

Your first month's delivery will be set up by your Dietitian. Abbott Nutrition will contact you to advice of the delivery details. You will need to contact the Dietetic Department thereafter to re-order your next month's supply.