

# STANDARD OPERATING PROCEDURE REGISTRATION AND CHANGES FOR HOME ENTERAL TUBE FEEDING PATIENTS MANAGED BY THE ACUTE SERVICE

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<b>Name of Trust Strategy/Policy/Guidelines this SOP refers to:</b>	

**VALIDITY – All local SOPS should be accessed via the Trust intranet**

### CHANGE RECORD

Version	Date	Change details
1.0	-	<i>New SOP.</i>
1.1	26 Aug 21	<i>Ratified by Community Services Clinical Network Group.</i>
1.2	16 Mar 23	<i>Section 4.1 – clarified which organisation has responsibility for registration on Nutricia Connect. Approved at Community Services Clinical Network Group (16 March 2023).</i>

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## 1. INTRODUCTION

All patients, with whom the community budget is held by Humber Teaching NHS Foundation Trust, may be managed by the agreed acute hospital dietetic team.

The acute managing dietetic team will be able to register and amend feed/ancillaries or changes using Nutricia Homeward Connections within the agreed scope outlined in this document. If changes are required outside of the ancillary guidance this needs to be approved by and amended by the Trust.

Please use the following document alongside this document:

Standard Operating Procedure for Ordering of Ancillary Requirements for Home Enteral Feeding'

The document covers both new registration and changes of all adult and paediatric patients receiving enteral feeding in the community using Nutricia Homeward Connections Electronic Patient Registration and delivery service. This is a web-based site available at <https://e-reg.nutricia.thirdparty.nhs.uk>. Staff must be registered to enable them to use this service.

## 2. SCOPE

All dietitians, dietetic assistants, admin staff and students involved in enteral feeding.

## 3. DUTIES AND RESPONSIBILITIES

Any clinical updates or change in clinical practice will be reflected in the document. It is the responsibility of the managing dietitians ordering feed/ancillary items to ensure the guidance is followed.

## 4. PROCEDURES

### 4.1 Registration on Nutricia Connect

All new patient registrations and any change of regimes should be registered with Nutricia Homeward Connections **by the acute team**. See Nutricia Homeward Connections User Guides for further support.

Please note that before registering a new patient on Nutricia Homeward Connections, the patient should be searched for on Nutricia Homeward Connections to ensure no duplication of data (e.g. the patient may already be registered under a 'nurse draft' and this is the version to continue with for the registration process).

The screenshot shows a 'Patient Search' form with the following fields and controls:

- A yellow warning box: "Please ensure that the patient does not exist before creating a new patient. Please enter the search parameters below."
- Search Criteria section:
  - Name:
  - Patient ID:
  - BirthDate:  (22/05/2019)
  - NHS Number:
  - Status:  (dropdown menu)
  - Postcode:
- A 'Search' button at the bottom.

Once registered on Nutricia Homeward Connections, confirmation of registration should be sent to Humber Teaching NHS Foundation Trust so that it can be noted on an administrative record. While ongoing feed and ancillary changes will be managed by the acute Trust, please also notify the

Trust via email (see below) of any changes so that these can be documented within the patient's records for audit and administrative purposes.

#### 4.2 Ancillary Requests out of Standard Operating Procedure

If there are any requests beyond those incorporated within the document "Standard Operating Procedure for Ordering of Ancillary Requirements for Home Enteral Feeding", this must be clinically justified by the acute managing team, and if agreed, authorised and amended by the dietetic team at Humber Teaching NHS Foundation Trust. Any exception requests beyond those in the afore mentioned document should also include the item description, manufacturer, product code, quantity required, frequency required, and the urgency for delivery so that it can accurately be ordered by the Trust admin team.

Changes/ exception requests may be requested via the following email addresses for Humber patients:

- East Riding & Pocklington (Paeds only): [hnf-tr.pocklingtonspoc.@nhs.net](mailto:hnf-tr.pocklingtonspoc.@nhs.net)
- Whitby/ Pocklington/ Scarborough/Ryedale (Adults only): [hnf-tr.csspoc@nhs.net](mailto:hnf-tr.csspoc@nhs.net)

#### 4.3 GP Details

If discharged into a nursing or residential home, check with the home if the patient is to be registered with a new GP.

If an existing patient is being discharged from a nursing or residential home to their own home check if the patient is to be registered with a new GP.

#### 4.4 Invoicing Details

When registering patients ensure the correct invoicing/billing point is selected from the drop-down box on the Nutricia Homeward Connections registration (please see Appendix 1 for 'Guide to Billing Points').

Billing Points		
Pharmacy Billing Point		
<u>PHARMACY (PRESCRIBABLE)</u>		
Name	SAP Billing Point	Account
<u>ERY PAEDS - EXC POCKLINGTON</u>	650105124	
<u>ADULTS- SCARBOROUGH &amp; RYEDALE</u>	650184969	
<u>HR WHITBY CCG - ADULTS</u>	650176176	
<u>ERY - POCKLINGTON PATIENTS ONLY</u>	650176303	

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#### 4.5 Feed and Sterile Water Ampoule Selection

When selecting feed requirements ensure correct sizes and presentation is selected.

The 5/10ml sterile water ampoules are a prescribable product and are selected under this section. They are supplied in boxes of 20 every five months (sufficient for 4 ampoules per month). A GP prescription must be requested by the managing dietetic team. Nutricia will not deliver this product unless a prescription has been received. See screen shot below. The 5/10ml sterile water ampoules need only be used in jejunostomy balloon water changes. As a Trust, we have moved towards 'cooled boiled water' for gastrostomy balloon water changes.

LLU REQUIREMENTS

To include a product in the Feed requirement, select using the Product Search button.

**Product Search**

Feed Name: STERILE WATER FOR INJECTION 5ml      Manufacturer: BRAUN      Nutricia Code: 64728      Frequency: Every [months] (Including First)      Months: 5      Units Req for 28 days: 20

#### 4.6 Ancillary Selection

For ancillary selection guidance please see the attached Humber document “Standard Operating Procedure: ordering of ancillary requirements for home enteral feeding”, and for commonly used ancillaries see attached “Home Enteral Feeding Commonly used ancillary items”. For a full list of all ancillaries available from Nutricia see the ‘Nutricia Ancillary Price List’ attached (an up to date version may be acquired from Nutricia-updated annually)

When ordering items as a one-off delivery select ‘first delivery only’ from the drop-down box in Nutricia Homeward Connections and document in the comments box for a ‘one off delivery’. If the product is required within 24 hours follow up with a telephone call to Nutricia.

If ordering a product which is not required every month select every <x>month from the drop-down box. Enter the frequency the product is required and the number required over a 28-day period. See screen shot:

<input checked="" type="checkbox"/>	STERILE WATER FOR INJECTION 5ml	BRAUN	20	20	Every <X> Orders	5	PHARMACY (PRESCRIBED)	64728
<input checked="" type="checkbox"/>	60ml DASH3 SYRINGE 7 DAY ENFIT	INTERVENE		4	Every Order		VALE OF YORK CCG	113807
<input checked="" type="checkbox"/>	CH14 5ml ENTRAL BGT ENFIT	AVANOS		1	Every <X> Orders	3	VALE OF YORK CCG	114243

#### 4.7 Communication

All prescribable items should be requested from the GP by the managing dietetic team. This includes requests for changes in prescriptions. Should the patient wish for Nutricia to deliver the feed directly to their home, please advise the GP to **forward the prescription on to Nutricia Homeward Connections for delivery** otherwise Nutricia will not deliver the newly requested product.

#### 4.8 Holiday Service

Nutricia have options available for patients travelling abroad for holidays which include delivery to an alternative address (minimum six weeks’ notice required, stay must be at least two weeks long) and / or a flight trunk which will be provided by Nutricia and flown free of charge by all airlines. For further information contact Nutricia.

#### 4.9 Locations Excluded from this Guidance

Dove House Hospice, Hull, use the pharmacy services from Hull Royal Infirmary. Do not register on Nutricia Homeward Connections until Discharged from Dove House.

#### 4.10 Discontinuation

Once enteral feeding has stopped, discharge from Nutricia Homeward Connections selecting the correct reason from the drop-down box. Select uplift of products /equipment, if required.

If patient continues oral supplements once the feeding tube has been removed these should be requested via the GP in the normal way.

Please notify Humber Teaching NHS Foundation Trust of discontinuation so administrative records can be updated.

## Appendix 1: Guide to Billing Points

Product	Billing Point
Feed products	Pharmacy (prescribable)
5ml/10ml sterile water ampoules for balloon water changes	Pharmacy (prescribable)
Tape/ dressings	Pharmacy (prescribable)
1000ml Nutrison Water & 90ml bottles of sterile water	Humber Teaching NHS Foundation Trust*
Syringes for feeding/water (60ml ENFIT)	Humber Teaching NHS Foundation Trust*
Syringes for balloon water changes (5ml/10ml luer slip syringes)	Humber Teaching NHS Foundation Trust*
Syringes for medication (1ml, 2ml, 5ml etc. ENFIT)	Humber Teaching NHS Foundation Trust*
Ancillaries & tubes: Pump sets (giving sets), Extensions sets, PEG repair kits, Flocare containers, balloon gastrostomies	Humber Teaching NHS Foundation Trust*
Other: Go Frame, backpack, Z stand, rumble trunks, pH indicator paper	Humber Teaching NHS Foundation Trust*

\*Select the correct care group under Humber Teaching NHS Foundation Trust depending on patient's GP location/CCG. Each CCG has a list of GP practices within their location on their websites.

PHARMACY (PRESCRIBABLE)	
Name	SAP Billing Point
<a href="#">ERY PAEDS - EXC POCKLINGTON</a>	650105124
<a href="#">ADULTS- SCARBOROUGH &amp; RYEDALE</a>	650184969
<a href="#">HR WHITBY CCG - ADULTS</a>	650176176
<a href="#">ERY - POCKLINGTON PATIENTS ONLY</a>	650176303

## ATTACHMENTS

**Standard Operating Procedure: ordering of ancillary requirements for home enteral feeding'**

**Home Enteral Feeding Commonly used ancillary items'**

**Nutricia Ancillary Price List'**