

**Appendix 3: What if the Patient Does NOT Meet ACBS Criteria?**

If the patient doesn't meet ACBS criteria, don't prescribe Oral Nutritional Supplements (ONS) – even if a health professional requests the prescription.

- ❖ **Patients who do not meet ACBS criteria still tend to have an underlying issue affecting appetite/oral intake/ability to buy & prepare food** – e.g. depression, elderly & no longer able to manage shopping & cooking, substance misuse (see also *Appendix – Substance Misusers*), other social & financial issues – **can any of these issues be helped, either as below or via referral to other services?**(See also *Appendix – Useful Contacts*)
- ❖ **Reinforce Food First advice - provide Food First Leaflet**
- ❖ **There are Over The Counter (OTC) nutritional supplements** that can be purchased from supermarkets and pharmacies/online pharmacies. If the patient/carers are able to purchase these, recommend bd as below.

OTC ONS Available to Buy at Supermarkets & Pharmacies	Product Information	Cost per Unit (July 16)
<b>Complan®</b> (powder milkshake)	Box of 4x55g sachets - make up with whole milk	79p-83p per sachet
<b>Complan® Chicken</b> (powder soup)	Box of 4x55g sachets - make up with whole milk	79-83p per sachet
<b>Aymes® Retail</b> (powder milkshake & soup range)	Box of 4x38g sachets (soup is 4x49g) - make up with whole milk	RRP 75p per sachet (to obtain, patient may need to order from pharmacies)
<b>Meritene® Energis® Shake</b> (powder shake aimed at older generation)	270g tin or 15x30g sachets (1 portion = 30g) - instructions state make up with semi-skimmed milk – suggest make up with whole milk	Order from online pharmacies – prices vary considerably
<b>Meritene® Energis® Soup</b> (powder soup aimed at older generation)	10x50g sachets - instructions state make up with semi-skimmed milk – suggest make up with whole milk	

- ❖ **Offer contact details for Meals on Wheels/frozen meal delivery services if the patient is struggling practically to buy and/or prepare meals** (this is on the back page of the *Food First Leaflet*):

Meals on Wheels

If patients are unable to cook a meal, Milton Keynes Council offers a Community Hot Meals Service (*Meals on Wheels*). The patient or a relative can contact *Milton Keynes Adult Social Care Access Team (ASCAT)* for more information. Anyone is eligible (i.e. you don't have to meet any criteria) and the current charge is £5.33 per hot meal (including a dessert). The company they use is *Apetito*. Contact the Council in the first instance: Tel 01908 253772 or email: [ascat@milton-keynes.gov.uk](mailto:ascat@milton-keynes.gov.uk)

Frozen Meal Delivery Service

Some companies offer a frozen meal delivery service in a range of portion sizes, textures and diversity, including:

- Wiltshire Farm Foods:* Customer Helpline 0800 773 773
- Oakhouse Foods Ltd :* Customer Helpline 0845 643 2009
- Mrs Gill's Kitchen* Customer Helpline 0208 807 6584

- ❖ **If the patient is struggling financially to buy food, the Food Bank may be able to help** (this is on the back page of the *Food First Leaflet*):

Milton Keynes Food Bank operates from various *Serving Centres* in Milton Keynes. The patient will need to obtain a voucher from one of the referral agencies – e.g. Citizens Advice Bureau, Social Services, family centres, doctor's surgeries and schools. This voucher entitles them to a food parcel. For more information, contact: Tel 01908 322800 or email: [thefoodbank@mkcc.org.uk](mailto:thefoodbank@mkcc.org.uk)