

Undernutrition Service: Patient Leaflet

What is undernutrition?

Undernutrition in the UK is a widespread problem which affects an estimated three million adults. Undernutrition can occur when a person isn't getting enough nutrients into their diet. Lack of nutrients can result in a poor immune system which can make people more susceptible to illnesses.

What is the Health Call Undernutrition Service?

The Health Call Undernutrition Service enables you and a clinician to monitor your nutritional health. The service allows you to be involved in managing your own nutritional health which may include taking nutritional supplements.

How will the Health Call Undernutrition Service enhance my care?

On the Health Call Undernutrition Service, you will be supported by a clinician. This means you will be monitored regularly to make sure you are benefiting from the dietary advice and any nutritional supplements recommended for you. If any concerns are highlighted, you will be contacted by your clinician who will provide you with the support you need.

How does the Health Call Undernutrition Service work?

You and your clinician will arrange a convenient day and time for your automated telephone call. You will receive a call every week at the same time. If you need to change the date and time let your clinician know. You should weigh yourself no more than 24 hours before the automated phone call is due. When you receive the phone call, follow the instructions and enter your weight when prompted. You will also be asked questions around your general health, supplement intake and appetite.

What questions will I be asked on the Health Call Undernutrition service and when should I weigh myself?

- What is your weight?
- How would you describe your eating?
- How are you managing with your nutritional supplements?

You should make sure you weigh yourself no more than 24 hours before your scheduled call.



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What happens if I forget to weigh myself?

If you have not been able to weigh yourself, you'll be asked to do so and you'll receive another call within 30 minutes.

What will happen if I miss the scheduled call?

Don't worry if you miss the call. The system will retry a further three times at half-hour intervals.

What if I have further questions about using the service?

Contact your healthcare team directly.

Who is Health Call?

Health Call is a 100 per cent NHS-owned organisation, trusted to develop innovative digital solutions. We work closely with GPs and practice nurses to produce remote monitoring technology that works for them and patients.



Task

SMITH, John (Mr)
23-Feb-1940 (80y)

WEIGHT READING
Please supply the latest weight reading for this patient.
Body weight kg

QUESTIONNAIRE
Please answer these questions on behalf of the named patient.

How would you describe your eating?

Normal for you
 Less than normal for you
 More than normal for you

You have been recommended to take "1 each day" of "Ensure Plus Juice". How much of these are you managing to take?

Taking about all
 Taking about three quarters
 Taking about half or less

ADDITIONAL INFORMATION
If you are aware of anything that has happened to affect this person's appetite, weight change, or use of supplements, please provide this information below. Examples include changes to a relevant medical condition, changes in ability to swallow, a hospital admission, or the development of pressure sores, oedema, or diarrhoea and/or vomiting. Otherwise please leave this box empty.

Additional information (optional)

SUBMIT