



INFORMATION ON SERVICE FOR HOSPITALS

The Hearts Milk Bank (HMB) was established by Natalie Shenker, a doctor and research scientist, and Gillian Weaver, a milk banking expert, to provide equitable access to donor human milk, as well as establish research to investigate the optimal use and processing of donor milk. We have been supplying hospitals across England and Wales since June 2017, and operate according to the NICE Clinical Guideline #93 for the Operation of a Human Milk Bank (most recent NICE Audit here). The HMB is now part of the Human Milk Foundation, a charity that supports research and innovation to ensure equitable, assured services to the most vulnerable.

Donor milk from the HMB is provided frozen with at least a 2-month expiry date. The Hearts Milk Bank ensures complete traceability using the Li-Lac barcode donor milk tracking system and records are kept for a minimum of 30 years in accordance with NICE guidance.

I attach information about the processes we use for screening donors and processing the milk. We also provide information leaflets and consent forms that can be used when supporting parents of babies who receive donor milk. These are provided to hospitals along with the milk. We can also provide training to staff in advance of using donor milk on the unit with 24-hour phone support.

The process of ordering is as simple as possible. Orders can be made by telephone (01582 314130/131 or 07732 019040 out-of-hours in an emergency) with a follow-up email to info@heartsmilkbank.org to confirm the order. Purchase orders can then be sent subsequently, or a call-off PO arranged in advance.

Donor human milk from the Hearts Milk Bank is currently available in the following volumes:

- 50 ml containers: £7.50 each, £150 per litre
- 100 ml containers: £12.50 each, £125 per litre
- 200 ml containers: £22.50 each, £90 per litre

Deliveries are made direct to the ward by either a member of the milk bank team or a rider from one of the regional SERV courier charities who support us. The cost of couriating the milk is included in the charge.

Please let us know if you need any more information,

A handwritten signature in black ink, appearing to read 'N Shenker'.

Dr Natalie Shenker

A handwritten signature in black ink, appearing to read 'G Weaver'.

Gillian Weaver