

NUTRICIA HOMEWARD Times

AUTUMN 2024



Welcome to the 2024 Autumn edition of the Nutricia Homeward Times

This edition shares information about the Nutricia Homeward Nursing service, awards, patient resources and much more.

If you have any suggestions and ideas for future editions, please do not hesitate to get in touch with me via email:

lara.farrell@nutricia.com



This information is intended for Healthcare Professionals only

coming soon!

NUTRICIA HOMEWARD MYCONNEX - GOING LIVE IN '25



We've been busy working hard over the summer to design and build our new patient management system Nutricia Homeward MyConneX, and are pleased to announce that our target go live date is February 2025.

The new system will replace our existing patient management system, Nutricia Homeward Connections and has been created based on healthcare professional and patient feedback. During the summer months we were delighted to share our progress with some of our 'Healthcare Professional Super Users' and gained valuable insights and feedback.

NUTRICIA HOMEWARD MYCONNEX FOR HEALTHCARE PROFESSIONALS WILL OFFER:

- **Faster Patient Registration:** improving efficiencies and convenience.
- **Improved Patient Management:** empowering healthcare professionals to manage patients, regimens, and deliveries more effectively and with greater visibility.
- **Enhanced Search Functionality:** faster and easier to find relevant information.

We will also launch the **Nutricia Homeward MyConneX App** for patients in February 2025, a brand-new digital experience empowering patients to:

- **Receive reminders and notifications** about upcoming Nutricia Homeward orders.
- **Easily review their current supplies** and confirm their next order requirements.
- **Keep up to date** viewing past and future delivery information.
- **Amend personal details** such as contact details or communication preferences.
- **Have secure video calls** with their Homeward Nurses*.

We will continue to work hard over the coming months to ensure that the transition to Nutricia Homeward MyConneX is as simple as possible and will share more information as we get closer to our go live date.

In the meantime, your local Contract Account Manager will be in touch to arrange a demonstration of the new system in January 2025 and share the go live support tools.

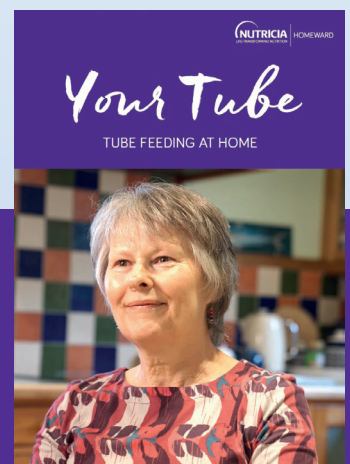
We can't wait to embark on the Nutricia Homeward MyConneX journey with you!

*The Nutricia Homeward MyConneX Patient App will replace the current Nutricia Homeward App which allows Homeward Nurses to initiate video calls with patients.



your tube

To understand more about the resources available for Nutricia Homeward patients and their families please visit www.nutriciahomeward.co.uk.



prescription updates

To strengthen patient safety and governance Nutricia Homeward should, wherever possible, only deliver nutritional products to patients once they have received a prescription.

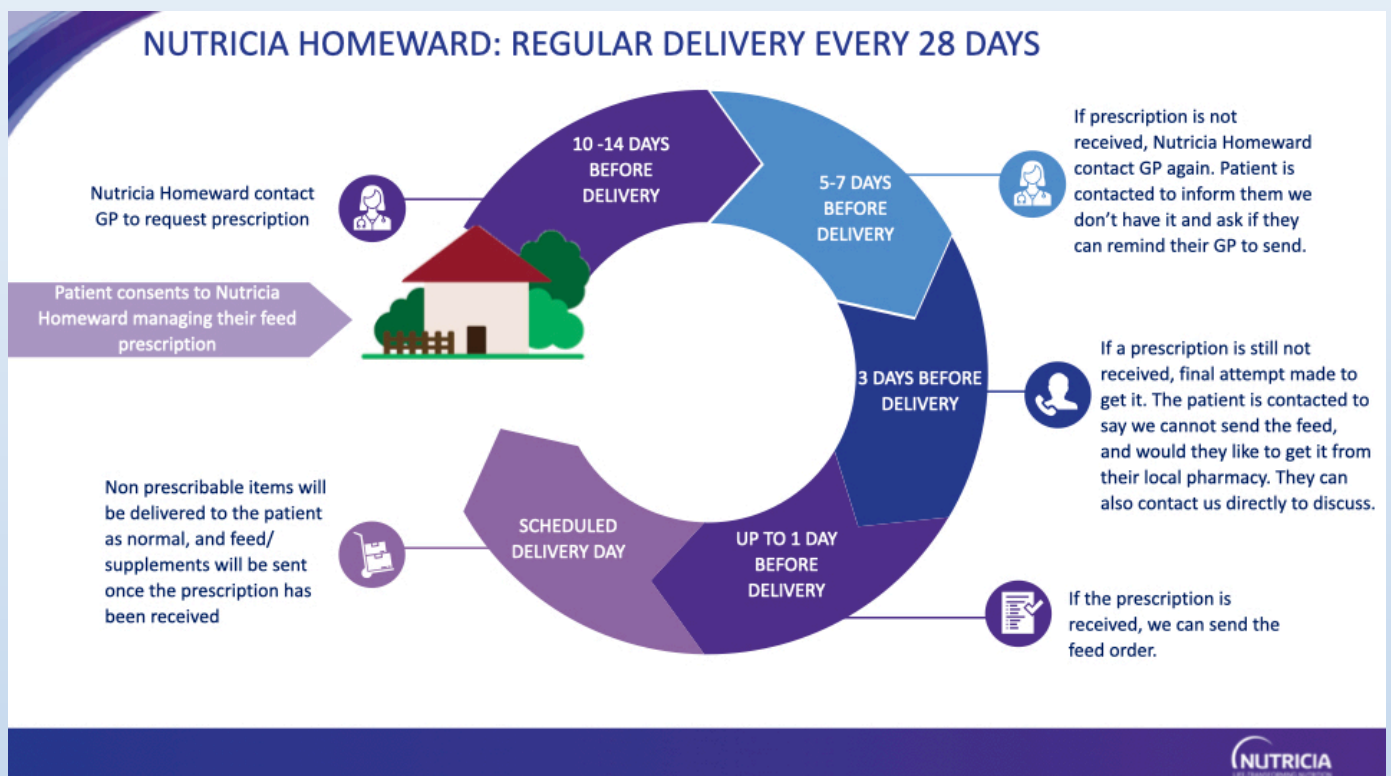
'Patients are entitled to take decisions about where they want their prescriptions to be dispensed; therefore, if a patient prefers to use a particular pharmacy, the NHS Constitution requires that this preference is respected.'
Direction of prescriptions, Community Pharmacy England (cpe.org.uk) 18th March 2024

Although Wales does not have a specific NHS Constitution, the principles of upholding patient preferences apply.

'You may have already agreed with your GP practice which pharmacy your prescription should be sent to'
NHS inform and NHS Pharmacy First Scotland: information for patients - gov.scot (www.gov.scot)

Since April, with new Nutricia Homeward patients, prescription management is explained in their welcome call and within the welcome information they are sent. Their GP also receives a welcome call and letter explaining the prescription request process. We text patients if we have any challenges with getting their prescription and will notify the managing healthcare professional if we are still experiencing challenges 3 days before the delivery is due. Feedback on this new way of working was positive with healthcare professionals commenting that this helps to prevent patients receiving too much feed if both Nutricia Homeward and the local pharmacy both happened to deliver. We have continued to evolve the process, listening to feedback from all sources. This includes expanding on the information in the texts to patients, informing Care Home's earlier in the process if we haven't received the prescription for any of their residents, and are currently developing a text process to tell patients when the prescription is received, and their delivery is on the way.

All areas of the country have now moved to this approach for patients scheduled 28 day deliveries as standard.



great news!



NUTRICIA HOMEWARD HAS WON AT 2024 PATIENT EXPERIENCE NETWORK NATIONAL AWARDS (PENNA)
THE PENNA AWARDS ARE THE FIRST AND ONLY AWARDS PROGRAMME TO RECOGNISE BEST PRACTICE IN PATIENT EXPERIENCE ACROSS HEALTH AND SOCIAL CARE IN THE UK.

the Beat of victory!

Earlier this year, we submitted our patient focussed podcast series; 'The Beat' and we were delighted to have **WON** the award for 'Measuring, Reporting and Acting - Using Insight for Improvement'. A team from Nutricia attended the award ceremony in Birmingham. It was a fabulous day, learning how we can improve and enhance the experience patients have.

The podcast series was created at the start of 2023, with patient involvement and input a key factor throughout the project. This podcast series shares insights from both healthcare professionals and people who have experience living with tube feeding and covers a range of topics.



We partnered with Helen Hynes for this series. Helen is a Dietitian specialising in home enteral nutrition in Sheffield. She is also a member of the British Dietetic Association, Parenteral and Enteral Nutrition Specialist Group.

This podcast series is all about supporting your patients with tube feeding at home. We now have 7 episodes in the series:

- Episode 1: What is tube feeding?**
- Episode 2: Your tube feeding support team**
- Episode 3: Starting to tube feed from an adult's perspective**
- Episode 4: Starting to tube feed from a parent's perspective**
- Episode 5: Living with long-term feeding as an adult**
- Episode 6: Living with long-term feeding as an child**
- Episode 7: Tube feeding support available**

You can listen to the episodes on all major podcast streaming platforms, or you can listen directly on <https://www.nutriciahomeward.co.uk/getting-started/podcasts/patient-podcasts-the-beat>

Disclaimer: The information contained in this podcast is not intended to replace the advice or recommendations of healthcare professionals. Please consult with a qualified medical professional for any healthcare concerns or medical advice.

NUTRICIA HOMEWARD PATIENTS ARE

digitally confident!

More than 75% of Nutricia Homeward patients have the digital tools and skills to embrace NHS digital transformation goals.

The NHS digital plan aims to transform health and social care services through the use of technology, including a plan to help over 500,000 people manage their long-term health conditions at home using digital tools. The ultimate goal is to create a faster, more effective, and personalised health and social care system.

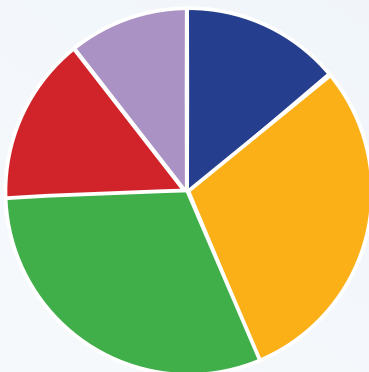
With this in mind, over the summer, we conducted a brief survey about digital and online behaviour with Nutricia Homeward patients in the Northeast of England. We asked 103 patients and their carers about the digital devices they frequently use and how they utilize these devices.

The age range of participants was diverse, as illustrated in the pie chart. The most commonly owned device was a smartphone, with 49% of participants having one. Additionally, 30% of participants owned a combination of a smartphone, tablet, and laptop, while 18% did not own any of these devices.

The most common online activities amongst our Nutricia Homeward patients include searching for information (34%), shopping (33%), and sending emails (32%). Additionally, 23% engage in online banking, and 34% use the NHS App.

In summary, based on this small sample size, it appears that nearly 82% of Nutricia Homeward patients have the tools and nearly 76% the skills to embrace NHS digital transformation goals.

Reference: <https://www.england.nhs.uk/digitaltechnology/>

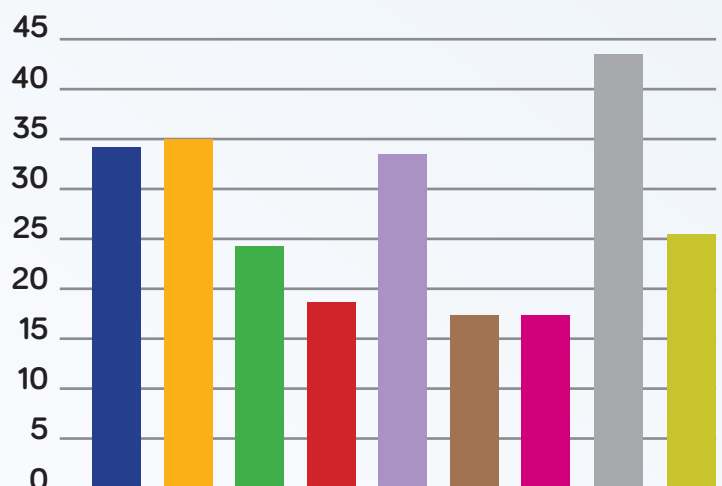


1. How old is the Homeward patient?

18 years or under	14
19 - 50 years old	31
51 - 70 years old	31
71 - 80 years old	16
81 years or over	11

4. Which of the following do you do online?

Shopping	34
Searching for information	35
Online banking	24
Paying bills	18
Sending emails	33
Booking appointments	33
Ordering prescriptions	17
All of the above	43
None of the above	25



recycling guidelines

We have a number of resources available to support you and your patients in ensuring you are recycling Nutricia packaging where possible.

Visit our website to view our recycling guidelines, or ask your Contract Account Manager for some handy postcards that you can share with your patients!



RECYCLING GUIDELINES

Most of our packaging can be easily recycled.
Please remove any foil seals, rinse and reattach any lids where possible.

All of the following can be recycled at home or in hospitals along with other recyclable items.

- Fortisp Oral Nutritional Supplements - bottles and 40ml cups/shots and plastic pots
- Fortisp Oral Nutritional Supplements in Tetra Paks (check your local recycling collection)
- Nutrison/Nutrini OpTri bottles - all sizes
- Tins
- Flocare containers
- Reusable bottles
- Booklets, cartons and outer boxes
- Paper back from giving sets packaging



This information is intended for healthcare professionals, patients and carers of patients.



Recyclable at large supermarkets

The plastic bags Nutricia Homeward use for deliveries are made from recycled plastic and can be recycled at collection points, often at large supermarkets along with other 'soft plastics'.

The following can't currently be recycled and must be disposed of with general waste.

- Sachets
- Giving sets
- Feeding tubes



Enteral feeding pumps, Z stands and Go frames are cleaned and refurbished and used for other tube-feeding patients; please contact us on 0800 093 3672 to arrange a collection.

Local councils may have different guidelines, more information can be found here:



Nutricia Ltd
White Horse Business Park, Trowbridge, Wiltshire BA14 0XQ
For further information please contact the Nutricia Resource Centre: 01225 751098, resourcecentre@nutricia.com

SCC4381 - 09/24

customer service week!



#NutriciaLife

ANA **MICHAEL**



NUTRICIA
LIFE TRANSFORMING NUTRITION

In our Patient Services team there are dedicated individuals whose mission it is to make the lives of patients and healthcare professionals, easier. From 7th-11th October it was Customer Service Week.

We spoke to Ana and Michael who are respectively, a Senior Patient Coordinator and Patient Coordinator at Nutricia Homeward, both with backgrounds in face-to-face customer service roles. To mark Customer Service Week, we spoke to them about their day-to-day roles and the ways in which customer service at Nutricia Homeward is uniquely rewarding and challenging.

To read the full story, visit our website: <https://www.nutricia.co.uk/hcp/discover-nutricia/nutricialife/ana-and-michael-story.html>

PATIENT & HCP *feedback*

The team at Nutricia Homeward are proud to make a difference to people's lives and love receiving feedback. This is just a snapshot of some of the lovely messages over the last few months.

“ *This is not a complaint, rather a compliment for one of your staff members who whenever I email always goes above and beyond for sorting things out for me.* ”

I know that as someone who works in the hospital with her patients, it means so much to have someone so efficient working through any stock, regime or delivery issues. Thank you so much to Megan from the Central and North West Team - she's an absolute gem and deserves so much praise. ”

Megan Healy

“ MEMBERS OF STAFF ARE VERY KIND & HELPFUL ESPECIALLY TIEGAN. SHE WENT ABOVE AND BEYOND TO HELP ME. ”

Tiegan Balchin

“ IF I COULD MAKE A DOUBLE OF OLIVIA I WOULD - SHE GOES ABOVE AND BEYOND EVERY SINGLE TIME ”

Olivia Mahlberg



Nefeli Chatziapostolon

“ NEFELI JUST NEVER LETS ME DOWN, SHE'S SO HELPFUL ”

“ SHE MENTIONED HOW AMAZING NUTRICIA IS, SHE IS IMPRESSED WITH OUR PROFESSIONALISM, OUR CARE AND OUR CUSTOMER SERVICE. SHE ALSO MENTIONED HOW SUPPORTIVE WE ARE WHEN SHE RINGS IN AND HOW NOTHING IS EVER TOO MUCH! ”

Region 1

“ PLEASE WOULD YOU PASS ON MY MOST SINCERE AND GRATEFUL THANKS TO SOPHIE AND LOUISE FOR THEIR EFFORTS AND GETTING THE DELIVERY TO US AS PROMISED ”

Sophie Cleverly & Louise Randall

Volunteering!



A team from Nutricia Homeward, including Senior Coordinators & Regional Leads, spent the day volunteering in Bristol recently. They spent the day litter-picking on the all-electric Sea Cyclor along the River Avon.



CN Awards

It was great to attend the CN Awards recently in London.

We were delighted to see Fortisip PlantBased 1.5kcal pick up this year's award for New Product of the Year!

We were also proud to sponsor two awards at this year's ceremony. Firstly, Nutricia Homeward sponsored The Geoff Simmonett 'Commitment to Patient Care' Award and Flocare also sponsored the 'Sustainability Initiative Award'.

Thank you to CN for hosting a wonderful afternoon of celebration and congratulations to all winners and finalists.

Disclaimers:

Intended for healthcare professionals only. Fortisip Plantbased 1.5kcal is a Food for Special Medical Purposes for the dietary management of disease related malnutrition and must be used under medical supervision.



Thank you

We hope you enjoyed reading the 2024 Autumn Edition of the Nutricia Homeward Times and we look forward to sharing more updates with you early in 2025. If you have any questions or ideas for future content, please do not hesitate to get in touch with me at lara.farrell@nutricia.com.