

NUTRICIA HOMEWARD Times

SUMMER 2024



Welcome to the 2024 Summer edition of the Nutricia Homeward Times

This edition shares information about the Nutricia Homeward Nursing service, patient podcasts, study days, marathon runners, celebrating successes 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

exciting news!

**NUTRICIA HOMEWARD CONNECTIONS WILL
BECOME NUTRICIA HOMEWARD CONNEX!**



Later this year, Nutricia Homeward Connections will undergo a transition, becoming Nutricia Homeward ConneX. As part of our commitment to enhancing the experience for both healthcare professionals and patients, we're investing in cutting-edge technology to innovate and improve our systems.

This is a **NEW** digital patient management experience designed using insights from both healthcare professionals and patients.

Here's what to expect with MyConneX:

FOR HEALTHCARE PROFESSIONALS

- Faster and streamlined process for registering new patients with details automatically populated from the NHS Spine.
- A comprehensive and user-friendly portal that consolidates all the information about your Nutricia Homeward patients.
- Improved search functionality for products and patients, providing quick access to essential information.
- All patient details in one place making it easier than ever to see everything you need to know.



FOR PATIENTS AND CARERS

- An engaging digital experience
- A suite of new features that facilitate order management and deliveries, empowering patients to manage their orders online.

Nutricia Homeward ConneX will replace Nutricia Homeward Connections towards the end of this year. Once the new system is ready your local Contract Account Manager will be in touch to schedule a session to guide you through the new systems capabilities. We are busy working on a smooth transition which we will share with you in the coming months.

WE WOULD LOVE TO HEAR YOUR FEEDBACK ON NUTRICIA HOMEWARD CONNEX

...and give you an opportunity to ask questions.

[PLEASE CLICK HERE](#)

for a short survey or scan the QR code



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.

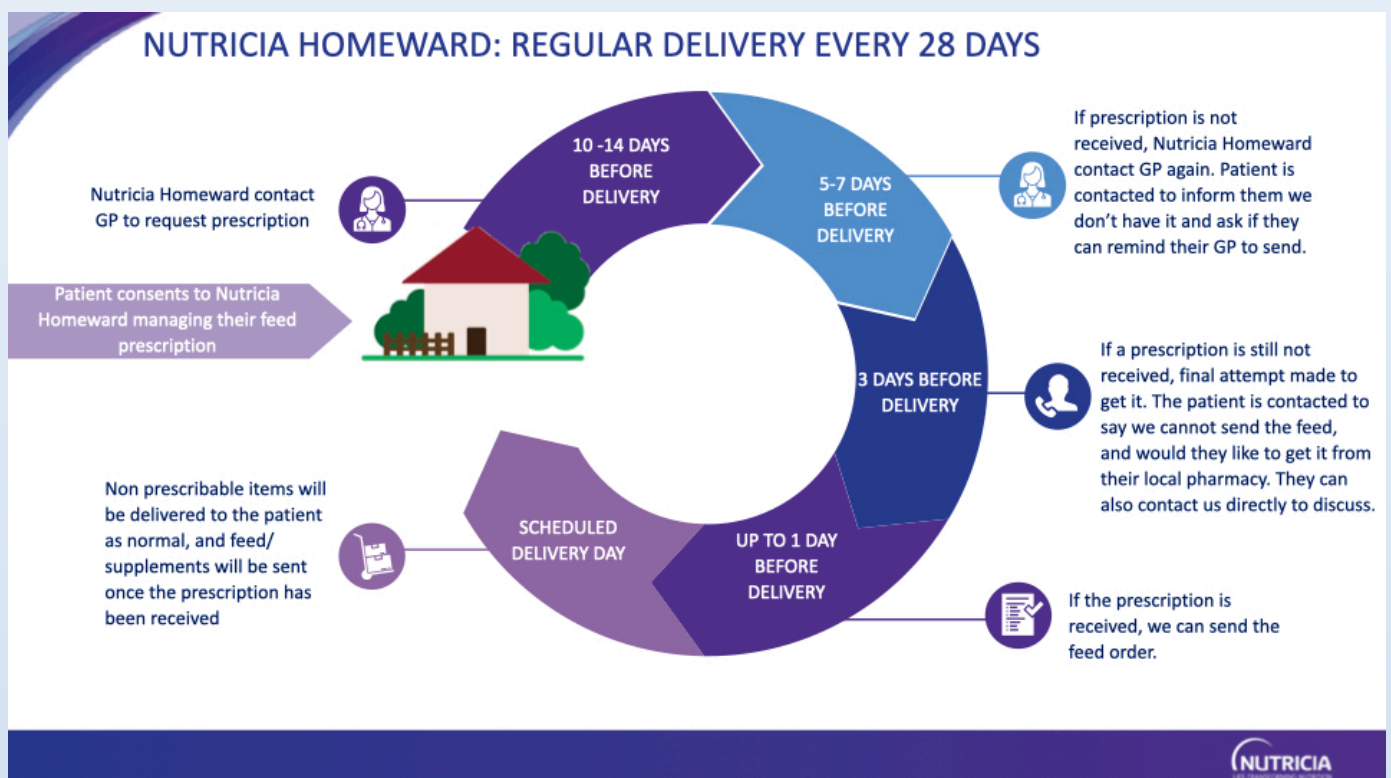
'You may have already agreed with your GP practice which pharmacy your prescription should be sent to'
NHS inform and NHS Pharmacy First Scotland: information for patients - gov.scot (www.gov.scot)

We have made some changes to our prescription process this year, for residents in Care Homes when a change of regimen is requested and for new patients.

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 has been 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.

Several areas across the UK have chosen to switch to this approach for their existing patients as well as new patients. If you are interested in finding out more please discuss with your local Account Manager.



enteral study day



ON JUNE 6TH, WE PROUDLY HOSTED OUR VERY FIRST ENTERAL ESSENTIALS STUDY DAY IN LEEDS.

OVER 70 HEALTHCARE PROFESSIONALS GATHERED FOR A DYNAMIC DAY OF KNOWLEDGE-SHARING, WORKSHOPS, AND INSIGHTFUL DISCUSSIONS FOCUSED ON ENTERAL FEEDING.



HELEN BEAGAN led the opening session, tracing the evolution of enteral feeding. She highlighted the growing complexity of patient management and its impact on resources. By embracing digital technologies and upskilling home enteral feeding teams, these challenges can be better navigated.

Next, **SAMANTHA BROWN** shared her team's success story from Sussex. They tackled the issue of excessive plastic waste associated with enteral feeding sets, demonstrating how doing things differently can drive positive change for both the environment and patients.

Finally, **LESLEY FREEMAN** discussed the benefits of an extended dietetic role. It was evident from her experience that NHS Trusts and local services are able to be more proactive which ultimately enhances the patient experience.

During the afternoon all attendees had the opportunity to participate in four workshops, all run by Homeward Nurses delving into various aspects of enteral feeding tubes and ancillaries:

Managing Gastrostomy Tubes - Fiona Clark

All About Flocare Infinity Pumps - Nicola Griffiths & Emma Dilkes

Mastering Enteral Feeding Ancillaries - Jo McGachan

The Practicalities of Naso-Gastric & Naso-Jejunal Tubes Ann Ellen Fazackerley

Feedback on the day was extremely positive and a special thanks goes to all our speakers, facilitators and delegates for their insights and contributions which helped make the day a huge success. **To hear about any upcoming events, visit <https://www.nutricia.co.uk/hcp/events.html>**

CONTRACT SURVEY

Thank you to everyone who participated in this years contract survey, we had the biggest and widest response ever, hearing from 167 respondents across 75 contracts. We are busy analysing the feedback and highlighting themes and will ensure that you are kept up to date with next steps.

PATIENT SERVICES

contacting us

We have listened to your feedback, and we are improving our response times, we know how important it is to answer your queries as soon as we can.

We also want to provide a 'one call resolution' wherever possible so have upskilled all our patient coordinators over the past few months.



Our new regional HCP lines: the 'average speed of answer', shown in minutes and seconds, appears in this chart:

JANUARY	01:42
FEBRUARY	00:17
MARCH	00:22
APRIL	00:43
MAY	00:29
JUNE	00:20

HOW CAN A PATIENT CONTACT NUTRICIA HOMEWARD?

0800 093 3672

nutricia.homeward@nutricia.com

THE FOLLOWING MAY HELP IN KNOWING WHO TO CONTACT AND HOW:

Who should I contact if I have a question about a patient's delivery?

CONTACT YOUR REGIONAL NUTRICIA HOMEWARD TEAM:

North East & Scotland

ntrl.northeast.scotland@nhs.net

Dedicated HCP telephone line: 01225 980760

Central & North West

ntrl.central.northwest@nhs.net

Dedicated HCP telephone line: 01225 979039

London & East

ntrl.london.east@nhs.net

Dedicated HCP telephone line: 01225 979033

South West & Wales

ntrl.southwest.wales@nhs.net

Dedicated HCP telephone line: 01225 711560



How can a HCP flag that a patient may require additional support for their delivery?

Contact your regional Nutricia Homeward team to discuss specific requirements for vulnerable patients.

Can a patient do their own stock check online?

Patients or carers can register for a Nutricia Homeward online account. <https://www.nutriciahomeward.co.uk/online-ordering>

Once registered they will receive an email notification advising them to place their next monthly order online.

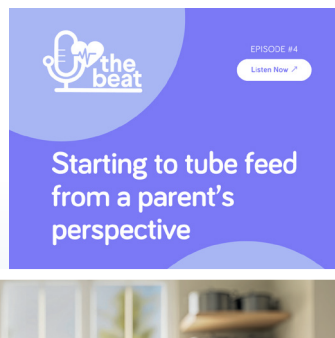
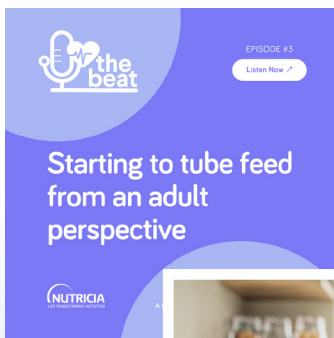
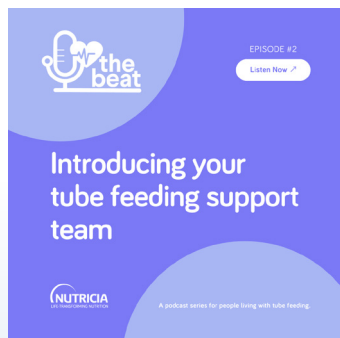
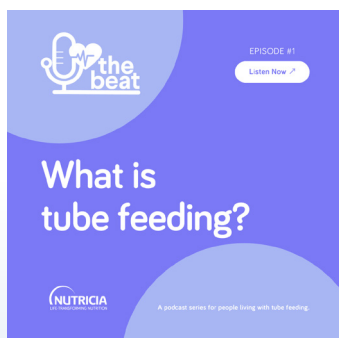
How does a patient organise a holiday delivery?

By calling the Nutricia Homeward team on 0800 093 3672

patient podcasts

FEATURING INSIGHTS AND HANDY TIPS FROM PATIENTS AND CARERS NEW TO TUBE FEEDING AND THOSE LIVING WITH LONG TERM TUBE FEEDING - WE HAVE LAUNCHED THE FIRST 4 EPISODES OF THE BEAT: A PATIENT PODCAST!

AVAILABLE
ON MOST
STREAMING
PLATFORMS!

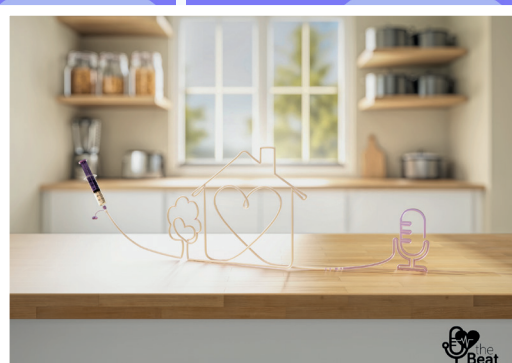


All episodes are hosted by Helen Hynes, Specialist Home Enteral Feeding Dietitian at Sheffield Teaching Hospitals NHS Foundation Trust.

Patients will hear from both healthcare professionals and people who have experience living with tube feeding and we will cover a range of topics including, what is tube feeding, how to talk to others about your feeding tube and where to find out more information about tube feeding.

This podcast series is all about supporting your patients with tube feeding at home. Find out more and listen to the podcasts: <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.

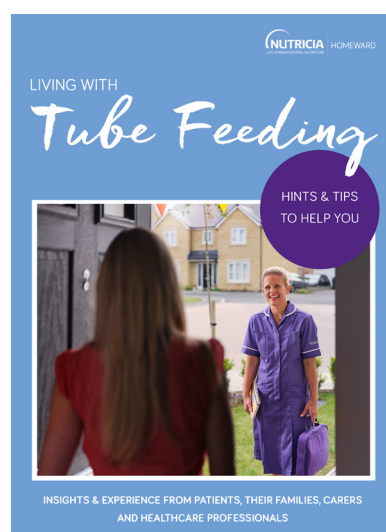


LIVING WITH tube feeding

Patients and carers have multiple questions when starting to tube feed and our new resource, 'Living with Tube Feeding' helps to answer some of these. It details the most frequently asked questions and provides some of the answers and has been created with the support of patients, family members and healthcare professionals.

Covering a diverse range of topics, from simple questions such as, "Will I have to stay in Hospital?" "How will tube feeding help me?" through to practical advice for day to day living, providing reassurance around managing problems and offering simple checklists to help when traveling away from home. This book has been designed to provide some instant answers and address some of the more common concerns patients may experience when they first start to use a feeding tube.

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



PATIENT & HCP *feedback*



REGION 4

Dear Nutricia Team,

I wanted to reach out to express my sincere gratitude for the support you provided to my wife. Every time my wife spoke on the phone with members of your team the empathy and level of care expressed by you was remarked on by her, she had never had such kindness from a support team.

I don't know how you recruit and train your colleagues but whatever the approach it delivers fantastic customer service. I realise there is no one specific person that I can direct this to, but I wanted therefore to thank everyone and to let them know they really make a difference to those with challenging health conditions.

I wish you all the best in supporting other patients and your support to my wife will never be forgotten by me.

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.

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Jess

“ THE TEAM ARE SO HELPFUL. A SPECIAL MENTION TO JESS! ”

Olivia

“ OLIVIA WAS SO HELPFUL, AND ALTHOUGH YOU COULDN'T ARRANGE MY HOLIDAY DELIVERY, I WAS BLOWN AWAY WITH THE AMOUNT OF SUPPORT YOU OFFERED WITH ALTERNATIVE WAYS. ”

Sophie

“ SOPHIE WAS SO EMPATHETIC AND SOLUTION FOCUSED, THANK YOU SO MUCH, I WISH THERE WAS MORE PEOPLE LIKE YOU AROUND, SUPERSTAR. ”

Rick

“ THIS PATIENT WAS DISCHARGED WITH VERY LITTLE TO TAKE OUT, THANK YOU SO MUCH FOR BRINGING THEIR FIRST DELIVERY FORWARD. YOU'VE REDUCED THEIR ANXIETY AND ENABLED THEM TO STAY AT HOME OVER THE WEEKEND. ”

patient postcards

If you would like some postcards to distribute to new patients with Nutricia Homeward contact details and information on nutriemiahomeward.co.uk please contact your local Contract Account Manager.

contact us!

We are here to help you find fast, effective solutions

0800 093 3672
nutricia.homeward@nutricia.com

OFFICE HOURS
 MONDAY - FRIDAY : 8AM - 8PM
 SATURDAY : 9AM - 1PM

Marathon season!

We've had a number of both Nutricia Homeward patients and Nutricia Homeward staff taking part in marathons and ultra-marathons lately. Read their stories!



TRISH GALE - ULTRA MARATHON

On Sunday the 5th of May 2024 Trish Gale ran the Ultra X 50 Marathon, held on the second day of the two-stage Ultra X 110 Scotland event from Fort Augustus, to Dores in the Scottish Highlands with her daughter Rachel. A massive undertaking for anyone, however Trish is registered with Nutricia Homeward and receives all her nutrition and hydration through her enteral feeding tube.

During this event Trish and Rachel raised funds for the Stroke Association as sadly Trish lost one of her brothers to a stroke last December. In the past they have raised funds for Head & Neck cancer and Motor Neurone Disease.

Trish and Rachel said they thoroughly enjoyed their day, had beautiful scenery and ran a great route. Whilst she did have some bother with her PEG, she was assisted by a lovely Medic from London who was able to help her get back to running.

JEN BUCKLE - THE LONDON MARATHON

Back in April, Nutricia Homeward Senior Patient Coordinator Jennifer Buckle ran the London Marathon and raised £5,300 for charity:

“The London Marathon has always been iconic to me, I have completed a lot

of events in the past including a couple of half marathons, and when I decided to apply last year, I never imagined I would get in. I decided if I was going to run 26.2 miles then I would do it for Dorothy House Hospice in memory of my sister Esther, and The Grand Appeal in memory of my friend's daughter Hattie.

It was everything I thought it would be and more, it was incredible, from the event expo to the crowd on the day and all other inspirational runners too. I struggled a little at mile 18 which was a great time to see my family and I pushed through and completed my first marathon in 6hrs 15mins.”



Thank you

We hope you enjoyed reading the 2024 Summer edition of the Nutricia Homeward Times and we look forward to sharing more updates with you in the Autumn edition. 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.