

# NUTRICIA HOMEWARD Times

WINTER 2025



## Welcome to the first Nutricia Homeward Times of 2025

This edition shares information about the Nutricia Homeward Nursing service, Nutricia Homeward MyConneX, 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](mailto:lara.farrell@nutricia.com)



This information is intended for Healthcare Professionals only

# almost here!

## NUTRICIA HOMEWARD MYCONNEX - GOING LIVE IN '25

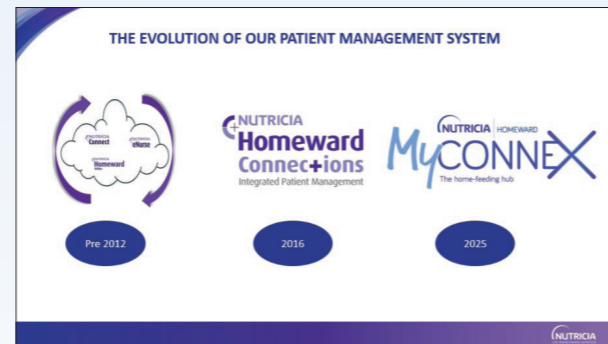
We are thrilled to announce that the 'Go Live' for Nutricia Homeward MyConneX is just a few days away.

After nearly twelve months of development and countless hours of testing by the Nutricia team, healthcare professionals and patients, Nutricia Homeward MyConneX will officially launch on 24th February 2025.

Nutricia Homeward MyConneX represents the next step in our patient management journey, which began with Nutricia Connect and Nutricia eNurse over a decade ago.

### WHY CHANGE NOW?

Healthcare technology has advanced significantly in recent years and is widely embraced by both patients and healthcare professionals. The Government's NHS digital plan aims to transform health and social care services through technology. (NHS England » Digital transformation). This includes a plan to help over 500,000 people manage their long-term health conditions at home using digital tools, many of whom will be Nutricia Homeward patients. To continue supporting patients, healthcare professionals, and the NHS, we needed to ensure our systems are future-proof, and Nutricia Homeward MyConneX offers that.



### WHAT BENEFITS DOES NUTRICIA HOMEWARD MYCONNEX OFFER?

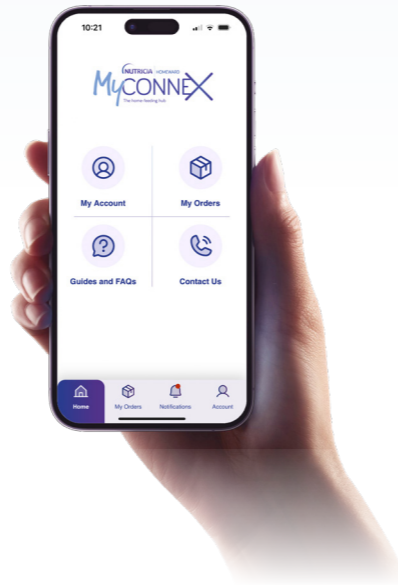
Nutricia Homeward MyConneX is a safe, secure patient management system that benefits healthcare professionals, patients and Nutricia employees, including Homeward Nurses.

Healthcare professionals will be able to register new patients much faster as key information is auto populated and searching for information is improved. Managing existing Nutricia Homeward patients will be easier, particularly when making changes to patients' regimens and updating a patient's status.

Patients can now, very simply and quickly manage their monthly Nutricia Homeward orders through Nutricia Homeward MyConneX. The system can be accessed on a laptop, tablet or smart phone and there is an app available in the App store and on Google Play.

From 'Go Live,' all new patients who have an email address included as part of their registration details will automatically receive their welcome information digitally and be invited to join the Nutricia Homeward MyConneX community and to place their monthly orders online.

Homeward Nurses will benefit from a more streamlined and intuitive experience with Nutricia Homeward MyConneX. The system offers enhanced clinical notes through a guided process, additional validation to minimize errors, and automatic updates between nurse notes and clinical records.



[FIND OUT MORE ABOUT THE NUTRICIA HOMEWARD MYCONNEX APP FOR PATIENTS](#)

# feedback

Initial feedback from healthcare professionals who have been trained on Nutricia Homeward MyConneX has been overwhelmingly positive.

IT SEEMS MORE INTUITIVE

LOVE THE PATIENT APP!

LOOKS VERY USER FRIENDLY FOR BOTH PATIENTS AND HCPS!

AN IMPRESSIVE **96%** RATED THE SYSTEM **4 OR 5** OUT OF 5 FOR OVERALL LOOK, FEEL, & USABILITY

LOOKS REALLY EASY TO USE

APPEARS SIMPLE & CLEAR

## NUTRICIA HOMEWARD MYCONNEX - TRAINING

Most healthcare professionals who are current Nutricia Homeward Connections users have received training from their local Contract Account Manager.

IF YOU HAVEN'T BEEN ABLE TO ATTEND A TRAINING SESSION, OR NEED A REFRESHER, WE HAVE A NUMBER OF TRAINING VIDEOS AVAILABLE:

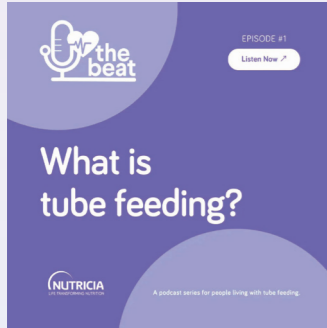
[LOGIN & NAVIGATE NUTRICIA HOMEWARD MYCONNEX](#)

[REGISTER A NEW PATIENT](#)

[MANAGE EXISTING PATIENTS](#)

[MAKE CHANGES TO A PATIENT'S REGIMEN](#)

BROUGHT TO YOU BY NUTRICIA:



# The beat

A PATIENT PODCAST SERIES FOR PEOPLE LIVING WITH TUBE FEEDING



There are over 30,000 adults and children across the UK, registered with Nutricia

Homeward who are tube feeding at home. In this special series of The Beat podcast, we have been interviewing people who are tube feeding, their parents, carers, Dietitians and other healthcare professionals to help our listeners gain a deeper understanding of tube feeding at home. In this mini-series we have partnered with Helen Hynes. 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.

**EPISODE 1:** Helen and Phil discuss the key aspects of tube feeding, including why someone might need to be tube fed, the different types of tube feeds, and what to expect when having a tube feed placed.

[What is tube feeding?](#)

**EPISODE 2:** Joining Helen is Phil Roberts, an HEN Dietitian, Cerian Brent, a Speech and Language Therapist, and Matthew Memmott-Richardson, a Homeward Nurse. During this episode, the team discuss how their different roles holistically come together in order to support people to manage tube feeding at home and they highlight the guidance, resources and information that can help people understand more about tube feeding.

[Your tube feeding support team](#)

**EPISODE 3:** Olivia is an 18-year-old student who has lived with tube feeding for most of her life, while Andy has been tube fed since undergoing treatment for throat cancer. In this episode of The Beat, our host Helen Hynes, sits down with Olivia and Andy to discuss their tube feeding journey thus far; the ups and downs and the advice they would give to others.

[Starting to tube feed from an adult's perspective](#)

**EPISODE 4:** In this episode our host Helen Hynes, a Dietitian specialising in Home Enteral Nutrition (HEN) and a member of the British Dietetic Association (BDA), speaks with two parents whose children have experienced tube feeding.

[Starting to tube feed from a parent's perspective](#)

**EPISODE 5:** In this episode, Helen Hynes speaks with Jackie, a former nurse who is fed through a feeding tube. They discuss how Jackie has adapted her life to make sure she's able to always get the nutrition she needs, while also helping her nearest and dearest better understand her needs.

[Living with long-term feeding as an adult](#)

**EPISODE 6:** In this episode our host Helen Hynes, talks to Amy, the mother of Ezekiel who has been tube fed for the past 10 years. Amy tells us about how her and her family manage day to day life, holidays and special occasions along with the inspiring ways Ezekiel has helped raise awareness about tube feeding to his friends and teachers at school.

[Living with long-term feeding as a child](#)

**EPISODE 7:** In this episode our host Helen Hynes, talks to Gary and Steven, both of whom are ambassadors for the charity PINNT (Patients on Intravenous and Naso-gastric Nutrition Treatment). Both Gary and Steven know firsthand the day to day challenges that come with being tube fed and explain how meeting others in a similar situation through PINNT made such a difference to them.

[Tube feeding support available](#)

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.

# 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.

- Fortisip Oral Nutritional Supplements - bottles and 40ml cups/shots and plastic pots
- Fortisip 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



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:



This information is intended for healthcare professionals, patients and carers of patients. All products shown here are Foods for Special Medical Purposes and must be used under medical supervision. See individual product labels for more information.

# clinical trials hub



## COLLABORATE WITH US ON OUR RESEARCH WITH THE NEW CLINICAL TRIALS HUB!

Designed for NHS sites collaborating on our clinical research, the Hub has all of the resources you need, including training documents, videos and essential trial materials.

If you are interested in collaborating on one of our clinical trials, please email the Clinical Research Team at [ukclinicalresearch@nutricia.com](mailto:ukclinicalresearch@nutricia.com).

# patient services

## MEET THE PEOPLE LEADING THE TEAMS!

The Nutricia Homeward Patient Services team are at the end of the phone to help patients, their families and carers as well as Healthcare Professionals. Our trained team of coordinators are there to welcome patients to the Nutricia Homeward service, help with stock checks, answer questions about deliveries, and other tasks such as updating patients contact details.

The Nutricia Homeward Patient Services team can offer help and support with registering and setting up online accounts so that patients can place orders online. They also liaise with GP practice to manage monthly prescriptions of medical nutrition.

[www.nutriciahomeward.co.uk](http://www.nutriciahomeward.co.uk)

**OFFICE HOURS:**  
MON - FRI 8.00AM - 8.00PM  
SATURDAY 9.00AM - 1.00PM  
**TELEPHONE:**  
0800 093 3672

24 hours, 7 days a week

Outside office hours, advice and support is available on pumps, equipment and feeding tube problems, but not individual deliveries.



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 the team have received:

# PATIENT & HCP feedback

“THE EXPERIENCE, KNOWLEDGE AND DESIRE TO SOLVE SOMETIMES CHALLENGING SITUATIONS IS EVERYTHING YOU COULD HOPE FOR FROM A COORDINATOR”

“The patient's mum wanted to express her gratitude to Hayley Brock, who she said was simply phenomenal in taking ownership of a complaint she had raised back in July and maintaining open communication by calling and texting as promised.”

Hayley

“ELLEN IS SO PROACTIVE WITH OUR ACCOUNT AND ALWAYS KEEPS US UPDATED”



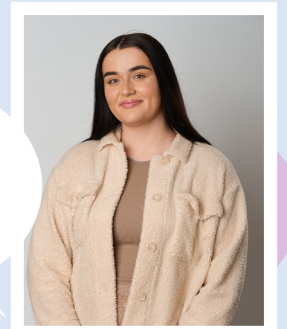
Michael

“I ONLY GOT THE FIRST NAME OF THE MEMBER OF STAFF, IT WAS MICHAEL. WE CANNOT THANK HIM ENOUGH FOR THE TIME, EFFORT AND SUCCESS”



Ellen

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



Olivia

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



Ana

“ANA RESPONDS SO QUICKLY WITH SO MUCH INFORMATION AND RESOLUTIONS”

Tiegan

# Nutricia Homeward survey

A huge thank you to everyone who participated in our interim Nutricia Homeward Survey in December 2024. We received feedback from 133 respondents working across 42 NHS contracts in the UK. Typically, we gather feedback from our NHS customers annually in June, which is essential for enhancing and refining our services. However, following the 2024 survey results, we implemented several process improvements and wanted to evaluate the impact of these changes on healthcare professionals and patients. Our improvement initiatives include:

- Data gathering and analysis to validate root causes and understand any underlying problems.
- Collaboration with our warehouse and delivery partners to review and refine delivery flows, resulting in more automation and implementation of new procedures.
- Enhancing the efficiency of order checking and dispatch in our warehouse.
- Regular reports and reviews to monitor progress.

Initial results indicate that while there are still areas needing attention, we have made significant positive improvements:

- A quarter of the survey respondents noticed an improvement in the service they received over the past six months. The most significant improvement was with Nutricia Homeward deliveries, especially split deliveries, which reduced by 18% in Q4 2024 compared to Q4 2023.
- Significant improvements were noted in ease of contact, speed of response, and quality of interactions with Nutricia Homeward. This is reinforced by the fact that the average time taken to answer the phone reduced significantly at the end of 2024 to just 12 seconds for healthcare professionals and less than 3½ minutes for patients.
- The focus on providing a positive experience for healthcare professionals and patients continues and we will keep you updated on both our plans and results. Our next survey will be sent out in June 2025.

SIGN UP TO RECEIVE OUR

# Nutricia Newsletter!

You can tailor your account to only receive communications in the areas that you specialise in and/or are interested in such as Nutricia Homeward and Tube Feeding.

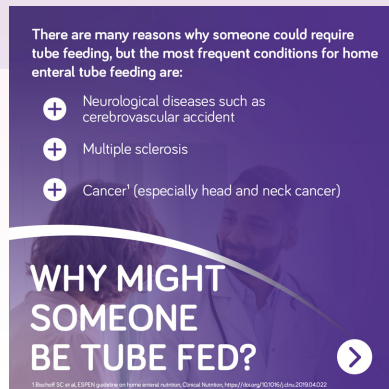
Other areas of interest include:

- ALZHEIMER'S DISEASE
- CHRONIC OBSTRUCTIVE PULMONARY DISEASE
- COMMON INFANT FEEDING PROBLEMS
- COW'S MILK ALLERGY
- DYSPHAGIA
- EPILEPSY
- FALTERING GROWTH IN INFANTS & CHILDREN
- FRAILTY & DISEASE RELATED MALNUTRITION
- INFANT AND TODDLER NUTRITION
- INHERITED METABOLIC DISORDERS
- NUTRICIA HOMEWARD
- ONCOLOGY
- PRETERM INFANTS
- STROKE
- THE GUT MICROBIOME
- TUBE FEEDING
- WOUND CARE



It takes less than 5 minutes to set up a Nutricia account, and you can unsubscribe at any time.

To find out more and create your Nutricia account, visit <https://www.nutricia.co.uk/hcp/register.html>



## FEEDING TUBE AWARENESS WEEK 2025

Recently, it was Feeding Tube Awareness Week.

Throughout the week, we shared a series of posts on our social media channels to show our support and help raise awareness. Find us on LinkedIn: <https://www.linkedin.com/company/nutricia> and X: <https://twitter.com/nutriciahcpuk?lang=en>

### LIVING WITH TUBE FEEDING

This resource has been created to provide patients with insights and experience from other patients, carers and healthcare professionals.

### YOUR TUBE

This booklet has been created to provide patients with the confidence to safely tube-feed at home.

# Thank you

We hope you enjoyed reading the 2025 Winter Edition of the Nutricia Homeward Times and we look forward to sharing more updates with you in the Spring! 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](mailto:lara.farrell@nutricia.com).