

AUTUMN 2025



HOMeward TIMES



Welcome to our BRAND NEW Nutricia Homeward Times!

This edition shares information about our new system, Nutricia Homeward MyConneX, prescription updates, stories from our Homeward Nurses, recycling information and much more!

If you have any suggestions and ideas for future editions, please do not hesitate to get in touch via email: lara.farrell@nutricia.com

This information is intended for healthcare professionals only.

THANK YOU!

At the very start of this new Nutricia Homeward Times we wanted to take a moment and say Thank You to the healthcare professionals who have supported us this year.

We appreciate that there have been some challenges and that the ongoing supply shortages in our core range have impacted on healthcare professional's workload and patient's experience. As we hopefully start to return to business as usual, it's a time to reflect on lessons learnt and identify the priorities for the future.

Thank you as well to all the healthcare professionals who shared their feedback through the recent contract survey. This is an annual, online survey sent to healthcare professionals who regularly interact with Nutricia and Nutricia Homeward. We ask similar questions each year which allows us to build an ongoing picture of what's working and not working. All comments are read and shared with key stakeholders within the business and used to shape our thinking and help us plan for the future. In 2026, we will collect feedback from healthcare professionals more frequently to closely track progress on the actions we implement.

Catherine Shakespeare,
Homeward Director



NUTRICIA HOMEWARD MYCONNEX

In February 2025, Nutricia launched the new patient management system; Nutricia Homeward MyConneX. Since then, we are pleased to share that nearly **16,000 patients** have signed up to use MyConneX, and every day, **500+ patients** are successfully placing their monthly orders.



This is just some of the fabulous feedback from our patients about Nutricia Homeward MyConneX:



Just wanted to tell you that the new app for confirming supplies and deliveries is just superb! So easy, so clear, so quick!

With the new app, it has been so much easier to be able to do the order on your phone wherever you are. I've done mine sat in the car or on holiday because I can just click on and go through everything

I downloaded the app as I was previously using the website. Having now got myself set up, both the website and app are very good, with a clean uncluttered appearance. Navigation is simple and straightforward and pending orders are easy to amend if necessary.



EMAIL ADDRESSES

To help ensure that the experience for new Nutricia Homeward patients is as streamlined as possible, please include an email address when registering a new patient.

NUTRICIA HOMEWARD MYCONNEX RESOURCES

To support patients and healthcare professionals alike, we have created a host of resources including user guides and helpful videos to support all users to get the most from the new system.

Resources for healthcare professionals can be found under the 'Knowledge and Learning' section of the Nutricia Homeward MyConneX portal.

ARE YOU USING THE CORRECT WEBSITE ADDRESS (URL)?

When Nutricia Homeward MyConneX launched earlier this year, some healthcare professionals were given a temporary website address (URL) to enable access. Going forward, this temporary URL will no longer work and you will only be able to login to Nutricia Homeward MyConneX using **e-reg.nutricia.thirdparty.nhs.uk**

Please start using **e-reg.nutricia.thirdparty.nhs.uk** and save it as a favourite on your desktop, remembering to remove any links to the old URL.

If you encounter any issues, please contact your local Contract Account Manager or the Nutricia Homeward MyConneX team on **nutriciaconnex@nutricia.com**.



Patient resources can be found on **nutriahomeward.co.uk**, please click here: **nutriahomeward.co.uk/online-ordering/myconnex-user-guides**



THE DPD APP

Nutricia Homeward deliveries may be delivered via Nutricia Homeward drivers or our partnered courier, DPD.

Downloading the DPD app is an easy way for Nutricia Homeward patients to track and manage their DPD deliveries.

- It's simple to use
- Gives greater visibility
- Allows delivery tracking
- Gives options such as changing delivery date or arranging for the delivery to go to a different address, or a pick-up location
- Patients can add additional details to aid finding their property. They can discover more about the driver completing the delivery, see delivery history, including photos and they have the ability to rate both the delivery experience and the driver completing it.
- Allows patients the option to select 'more time needed' to tell the driver to wait a little longer for someone to answer the door
- If items are to be delivered on different days, the DPD app will show this



User guides on how to download and use the DPD app are available both online and printed.

➔ For more information on our delivery service, please visit our website: nutriahomeward.co.uk/online-ordering/home-deliveries

MONTHLY ORDERS

From January 1st, patients will have two options for placing their Nutricia Homeward order for the following month

Use Nutricia Homeward MyConneX

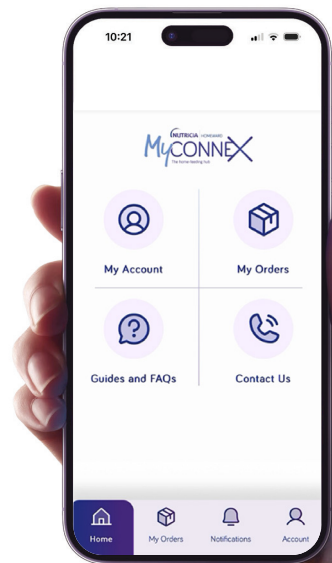
OR

Phone Nutricia Homeward on 0800 093 3672

This new approach offers a simple and more efficient service for both patients and healthcare professionals.

A communication plan is in place to notify patients and carers of this change before the end of the year. Communication will be through email, post, online and during routine interactions with the Nutricia Homeward team.

For further enquiries, please contact your local Contract Account Manager.



FAQS

For the latest information and for our Frequently Asked Questions (FAQs) regarding Nutricia Homeward MyConneX, Deliveries, the Out of Hours service and much more, please visit nutriahomeward.co.uk/getting-started/frequently-asked-questions. Our website provides useful updates and support information for patients/carers and those using the Nutricia Homeward service.

NUTRICIA HOMEWARD PRESCRIPTIONS



The Nutricia Homeward team often receive many questions about prescriptions, therefore we thought a summary may be useful.

HOMeward PHARMACY

The Homeward Pharmacy is an independent pharmacy who manage prescriptions for medical nutrition for Nutricia Homeward patients. They follow all the NHS rules and regulations that distance selling pharmacies must follow and currently dispense approximately 1,500 prescriptions for Nutricia Homeward patients every day.

A prescription is needed to dispense medical nutritional products (the exception being 'off script' accounts). However, because medical nutrition is classed as a borderline substance, the Homeward Pharmacy can dispense in advance, where they have a clinical audit trail, whilst waiting for the prescription. This helps to support patients and carers and ensure continuity of care.

NEW PATIENTS AND FIRST DELIVERIES

Within 24 hours of a patient being registered on Nutricia Homeward MyConneX, the Homeward team will contact the GP practice with a welcome letter and request the patients first prescription.

The first delivery is sent whilst we wait for the first prescription to arrive, and the Homeward team contact the GP practice regularly to chase this first prescription.

CHANGE OF REGIMEN

The Nutricia Homeward team will request a prescription from the GP surgery the day after a change of regimen has been made on Nutricia Homeward MyConneX and again, will chase this request regularly from the GP practice.

REGULAR MONTHLY ORDERS

The Nutricia Homeward team request a prescription from the GP practice a fortnight in advance for the monthly scheduled order.

The team will make two prescription requests to a GP practice before notifying the managing healthcare professional and the patient if there is an issue with receiving that prescription. This is usually three days before the patient's delivery is due. The request to the patient or carer is to contact their GP practice for the prescription. They can also contact the Nutricia Homeward team if they need more information.

If a prescription has been sent to the local pharmacy, either the local pharmacy can dispense that month's feed, or they can push the prescription back to the NHS spine for the Homeward Pharmacy to retrieve.

HEALTHCARE PROFESSIONALS CAN SUPPORT BY...

- Sending information about any patient and their prescription needs to the GP practice as soon as possible. This means that when Nutricia Homeward contact the GP surgery they are already aware of the patient and their medical nutrition needs.
- Asking GP practices to read and refer to any letter sent to them by Nutricia Homeward. These letters are **specific to the individual patient request** and contain important information on next steps, such as instructions on how to send a prescription to Nutricia Homeward and who to contact if there are any queries.

MEET THE PEOPLE AT NUTRICIA HOMEWARD

The Nutricia Homeward team are at the end of the phone to help patients, their families and carers as well as healthcare professionals.

Office Hours: Monday - Friday
8.00am - 8.00pm,
Sat 9.00 - 1.00pm

Telephone: 0800 093 3672

Region 1: ntrl.northeast.scotland@nhs.net

Region 2: ntrl.central.northwest@nhs.net

Region 3: ntrl.london_east@nhs.net

Region 4: ntrl.southwest.wales@nhs.net

Mets: ntrl.metabolic@nhs.net

Out of office hours patient support is available on pumps, equipment and feeding tube problems, but not individual deliveries.



Left to right (top): Natalie McClurg, Fran Andrews, Stevie Billet-Shell, Matthew Newman, Wendy Comley, Tracey Taylor, Hayley Brock and Lin Hiscocks

Left to right (bottom): Amy Costigan, Hannah Clark, Sara Buckley

Each day...

Nearly 1,500 orders
are placed for Nutricia
Homeward patients

1,350 phone calls are
made and received by the
Nutricia Homeward team

30 new patients are
registered with Nutricia
Homeward

Nearly 400
change of regimens
are actioned

Over the past few months, the team have been working hard to improve the time taken to answer incoming calls resulting in an average call answering time of 3 mins 37 seconds in September.

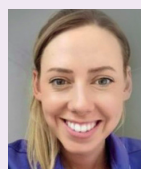
HOMeward NURSE FEEDBACK FROM THE NUTRICIA ANNUAL CONGRESS

The Nutricia Congress is an educational event for healthcare professionals held every year in Autumn at The Royal Society of Medicine in London.

It's 2 days of education in the field of medical nutrition, one day devoted to paediatric and one day devoted to adult topics. Healthcare professionals have an opportunity to hear from experts in their field about the latest research, share case studies and network with their peers.

The Nutricia Homeward team had an exhibition stand at both days showcasing the services we provide to patients and carers with a focus on digital transformation – demonstrating the Nutricia Homeward MyConneX app and the resources available on nutriiahomeward.co.uk.

Rebecca Murphy and Jo Smith, were chosen to attend congress to support on the Nutricia Homeward stand and talk about their role as Homeward Nurses at Nutricia.



Attending the event for the first time was absolutely brilliant and genuinely exciting. I went on the paediatric-focused day, and from the moment I arrived, there was a real buzz in the air. The energy was infectious - delegates were engaged, enthusiastic, and eager to connect.

Becca



As a Homeward Nurse, I found the conversations incredibly enriching. It was a fantastic opportunity to share my perspective and insights, especially around the challenges and rewards of delivering care in the community. I had meaningful discussions with professionals from a range of backgrounds, and it was clear that everyone was there to learn, collaborate, and inspire each other.

Jo

NEW PATIENT RESOURCES

Recycling guidelines

Many of the plastics that patients receive in their Nutricia Homeward orders can be recycled. To help raise awareness and ensure you and your patients know how to easily recycle some of the enteral feeding plastics, we have created a BRAND NEW guide.



To view or download our recycling information, please click here: nutriciahomeward.co.uk/getting-started/recycling

Updated storybooks for children

Three paediatric storybooks are available to help children understand feeding tubes. Ben the Bear, Rita the Rabbit and Timmy the Tiger are available to read and download from our website. There are also a number of activity sheets in the books, including colouring sheets which are available as a separate download on our website.



To view the resources, please click here: nutriciahomeward.co.uk/news-and-services/homeward-for-children

4 GUINNESS WORLD RECORDS BROKEN!

One of our Nutricia Homeward patients, Paul recently contacted us to share his incredible story. Paul's diagnosis of Motor Neurone Disease at the age of 57 was a total turning point for this entrepreneurial and extremely active family man. With a prognosis of possibly just two years left to live, Paul was determined to make the most of every day. He immediately embarked upon a remarkable bucket list journey of travel and adventure and on 7th September 2025, Paul hosted a family fun day and broke 4 Guinness World Records – all to raise funds for finding a MND cure.

The records he achieved include:

- **Fastest Mile Pushing a Wheelchair - Male**
- **Fastest Mile Pushing a Wheelchair - Female**

- **Fastest Time for 2 People to Cover 400m in a Wheelchair Pulled by Dogs**
- **Furthest Distance Covered for 2 People Pulled by Dogs in a Minute**

The day was a huge success, with Paul stating that it “*exceeded my expectations – I loved every second, it was a very special and unique day*”.



To find out more about Paul and read his inspiring story, please click here: nutriciahomeward.co.uk/getting-started/your-stories/paul-story



CHRISTMAS DELIVERY DATES

Change of Regimens & New Patient Registrations

Date Received by Nutricia Homeward:	Two Day Delivery Date:	Five Day Delivery Date:
Mon 15th December 2025 Midday cut off	Wed 17th December	Mon 22nd December
Tues 16th December 2025 Midday cut off	Thurs 18th December	Tues 23rd December
Wed 17th December 2025 Midday cut off	Fri 19th December	Wed 24th December
Thurs 18th December 2025 Midday cut off	Mon 22nd December	Mon 29th December
Fri 19th December 2025 Midday cut off	Tues 23rd December	Mon 29th December
Sat 20th December 2025	OPEN 9am – 1pm	
Sun 21st December 2025	CLOSED	
Mon 22nd December 2025 Midday cut off	Wed 24th December	Mon 29th December
Tues 23rd December 2025 Midday cut off	Mon 29th December	Tues 30th December
Wed 24th December 2025 Midday cut off	Tues 30th December	Wed 31st December
Christmas Day	CLOSED	
Boxing Day	CLOSED	
Sat 27th December 2025	OPEN 9am – 1pm	
Sun 28th December 2025	CLOSED	
Mon 29th December 2025 Midday cut off	Wed 31st December	Mon 5th January
Tues 30th December 2025 Midday cut off	Fri 2nd January	Tues 6th January
Wed 31st December 2025 Midday cut off	Mon 5th January	Wed 7th January
New Years Day	CLOSED	
Fri 2nd January 2026	Return to business as usual	

Additional Information:

- If you are in the Isle of Wight, Isle of Man or Scottish Highlands, deliveries will take an additional 24-72 hours.
- 25th December deliveries will be made Saturday 29th Nov
- 26th December deliveries will be made Saturday 6th December
- 1st January deliveries will be made Saturday 13th December

SIGN UP TO RECEIVE OUR NUTRICIA NEWSLETTER!

Sign up to receive regular updates from Nutricia and access to educational events, webinars, scientific research and product updates.

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.

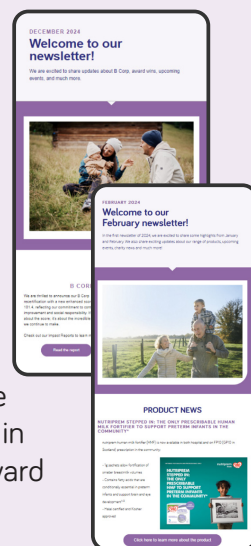
Other areas of interest include:

- Alzheimer's Disease
- Common Infant Feeding Problems
- Dysphagia
- Frailty & Disease Related Malnutrition
- Infant and toddler nutrition
- **Nutricia Homeward**
- Oncology
- **Tube Feeding**

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 [nutricia.co.uk/hcp/register.html](https://co.uk/hcp/register.html)



We hope you enjoyed reading our NEW Nutricia Homeward Times and we look forward to sharing more updates with you in the next edition.

To keep up with the latest from Nutricia, follow us on social media



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[@NutriciaHCPUK](https://twitter.com/NutriciaHCPUK)



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