



HOMeward TIMES



Welcome to the first Nutricia Homeward Times of 2026.

This edition shares information about updates to Nutricia Homeward MyConneX, highlights from 2025, Patient Stories, Focus Groups and much more!

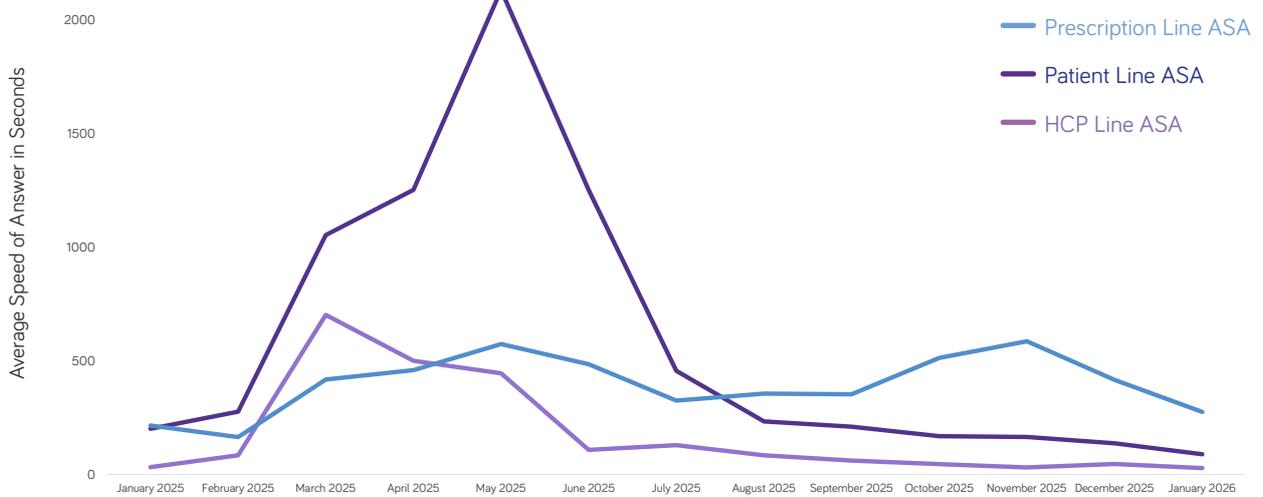
If you have any suggestions and ideas for future editions, please do not hesitate to get in touch via email: lara.farrell@nutricia.com

This information is intended for healthcare professionals only.

NUTRICIA HOMEWARD 2025 HIGHLIGHTS

We supported 35,000 patients in 2025, welcoming 15,000 new patients to the Nutricia Homeward Service. Throughout 2025 we steadily improved our call answer times.

Customer Service Telephone Helplines - Average Speed of Answer (ASA)



100,000
Emails



200,000
Phone Calls



375,000
Prescriptions



725,000 Orders
(58 million units)

NUTRICIA HOMEWARD MYCONNEX



In 2025, we continued our digital transformation journey with the launch of Nutricia Homeward MyConnex. **4,000 HCPs** use Nutricia Homeward MyConnex and **18,000 patients** are registered to use Nutricia Homeward MyConnex.

HOMeward NURSING SERVICE

In 2025,

- **251,000** Homeward Nurse interactions
- **8,000** patients supported home with discharge training
- **15,000** feeding tubes replaced
- **12,000** people supported out of hours
- **91%** of patients scored the Homeward Nursing Service as **4 or 5 out of 5**

NUTRICIA HOMEWARD MYCONNEX

FOCUS GROUPS

In January, the MyConneX team held three focus groups to better understand healthcare professionals feedback on Nutricia Homeward MyConneX. The attendees conducted pre work to help analyse the current picture and then contributed to a 'what's possible?' session where future enhancements and developments were discussed. This information will help to build the ongoing development roadmap for Nutricia Homeward MyConneX. We look forward to sharing more news and developments with you in the future.

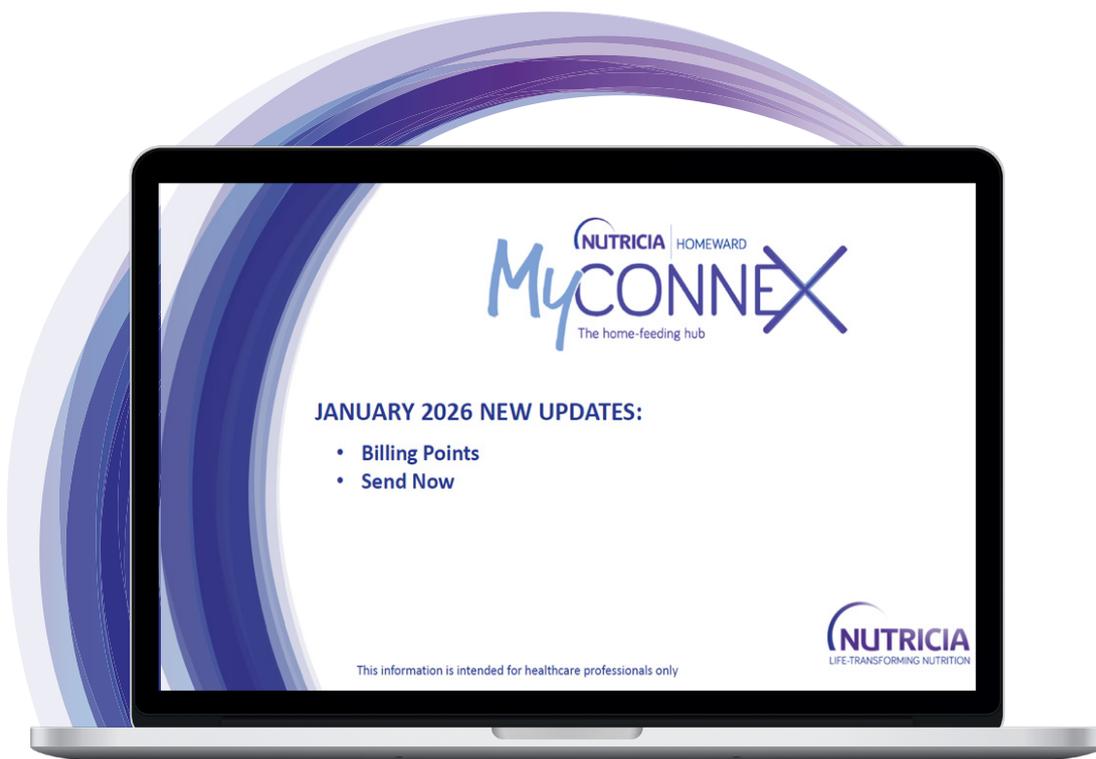
UPDATES

Many thanks for your ongoing feedback on Nutricia Homeward MyConneX. We have produced a useful guide to support you with some recent updates to 'billing points' and 'send now'.



[Please click here to view](#)

If you have any questions or need to speak to the team, please contact us at: nutriciaconnex@nutricia.com (HCP inbox only)



ARE YOU USING THE CORRECT WEBSITE ADDRESS (URL)?

When MyConneX launched in 2025, some healthcare professionals were given a temporary website address (URL) to enable access. This temporary URL no longer works therefore 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.

FAQS

Our website provides useful updates and support information for people using the Nutricia Homeward service.

For the latest information and for our Frequently Asked Questions (FAQs) regarding Nutricia Homeward MyConneX, Deliveries, the Out of Hours service and much more see below.



[Click here for more information](#)

HOMeward NURSE CALL TRIAGE SERVICE

In 2025, the Nutricia Homeward Nursing Service trialled a new way of working. The team moved from central Homeward Nurse call triage through Careline to call triage managed by the local Homeward Nursing team.

Initial feedback has been very positive, and we are extending this feedback review to gather more detailed insights before a national launch.

If you are contacted to take part in this survey, please share your thoughts.

More updates will follow soon!

CONTRACT SURVEYS

It's important at Nutricia that we listen to feedback and utilise that information in our decision making, especially when making enhancements or changes to our products or services.

Historically we have conducted one in depth survey each year, our Annual Contract Survey. This in-depth review is important as it provides a detailed understanding of customers experiences, expectations, and pain points, and because we ask similar questions each year it allows us to build a picture over time on what's working well and where improvements or changes are needed. However, we know that once a year is not frequent enough to measure the impact of the changes we are making to improve our service therefore in 2026 we will move to the following:

- **Annual Deep Dive:** Will continue, planned for October 2026
- **Regular Snapshot Review:** A 5-minute survey, in Jan, April and July, measuring feedback over the last few months
- **Real Time Feedback at Contract Review Meetings:** A quick survey, via a QR code/link to capture sentiment in the moment

If you receive a link for feedback please respond, all feedback is reviewed.

Some improvements we made after receiving feedback include

- To support with reducing our complaint response times, we now have a dedicated Homeward Quality Assurance team to manage all product and service feedback and complaints. The introduction of this single case management means each case has a clear point of contact, helping us to respond quicker and reduce overall case handling times.
- Providing faster response to product queries – we now have a dedicated team of Dietitians and Nutritionists on hand to support patients and HCPs via the Resource Centre.
- Introduction of the back order process utilising the alternative products feature in MyConneX to reduce urgent change requests for healthcare professionals.



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 7 episodes of **The Beat: A Patient Podcast!**

Patients will hear from both healthcare professionals and people who have experience living with tube feeding and we 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.

Available on most streaming platforms!



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.

[Find out more and listen to the podcasts](#)

NUTRICIA RESOURCE CENTRE

LIFE-TRANSFORMING NUTRITION

Our team of experts are here to give guidance on the use and composition of our product range, for support with queries regarding your Nutricia account and sampling service or to get in touch with your local Nutricia representative.

Please help us to specify your request so we can support you quicker.

resourcecentre@nutricia.com

FEEDING TUBE AWARENESS WEEK

From 1-5 February 2026, it was **Feeding Tube Awareness Week**. Throughout this week, Nutricia shared a series of posts on social media to raise awareness. Many of our posts featured some of our Homeward patients who have shared their experiences tube feeding, and how they continue to live life to the fullest whilst tube feeding.

[Click on the social media icons below to view our posts](#)



[nutriciauk](#)



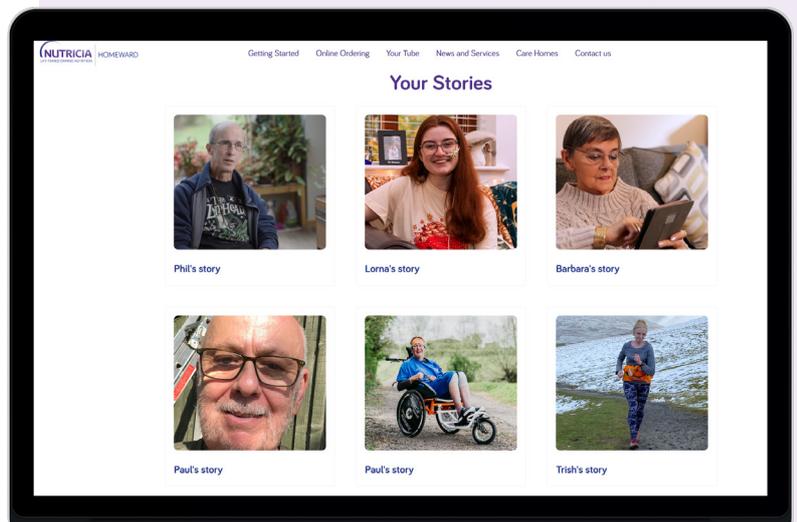
[@NutriciaHCPUK](#)



[Nutricia UK](#)

On our website, we have a number of patient stories that you can share with your patients. Many of the stories share how patients first felt when they found out they needed to be tube fed, but also how they have adapted and got used to tube feeding over the years.

[Click here to read stories from Nutricia Homeward patients](#)



NUTRICIA HOMEWARD DELIVERIES FOR EASTER BANK HOLIDAYS

MONDAY 6TH APRIL 2026

- Deliveries originally scheduled for Friday 3rd April will be delivered from Monday 30th March*
 - Deliveries originally scheduled for Monday 6th April will be delivered from Monday 30th March*
- *Patients will receive a text message to confirm their exact delivery date.

ENGLAND & WALES

Change of Regimens & New Patient

Date Received by Nutricia Homeward:	Emergency (48hrs) Delivery Date:	Regular 5 Day Delivery Date:
Monday 30th March by 12pm	Wednesday 1st April	Tuesday 7th April
Tuesday 31st March by 12pm	Thursday 2nd April	Wednesday 8th April
Wednesday 1st April by 12pm	Tuesday 7th April	Thursday 9th April
Thursday 2nd April by 12pm	Wednesday 8th April	Monday 13th April
Friday 3rd April	CLOSED	
Monday 6th April	CLOSED	
Tuesday 7th April by 12pm	Standard processing service resumes	
Opening Hours		
Friday 3rd April	CLOSED	
Saturday 4th April	09.00 – 13.00	
Sunday 5th April	CLOSED	
Monday 6th April	CLOSED	

SCOTLAND

Change of Regimens & New Patient

Date Received by Nutricia Homeward:	Emergency (72hrs) Delivery Date:	Regular 5 Day Delivery Date:
Monday 30th March by 12pm	Thursday 2nd April	Wednesday 8th April
Tuesday 31st March by 12pm	Tuesday 7th April	Thursday 9th April
Wednesday 1st April by 12pm	Wednesday 8th April	Monday 13th April
Thursday 2nd April by 12pm	Thursday 9th April	Tuesday 14th April
Friday 3rd April	CLOSED	
Monday 6th April	CLOSED	
Tuesday 7th April by 12pm	Standard processing service resumes	
Opening Hours		
Friday 3rd April	CLOSED	
Saturday 4th April	09.00 – 13.00	
Sunday 5th April	CLOSED	
Monday 6th April	CLOSED	

Additional Information:

ENGLAND & WALES: For Islands, New Patient & COR delivery dates may be extended up to 48 hours.

SCOTLAND: For some Highlands and Islands, New Patient & COR delivery dates may be extended up to 48 hours.

We hope you enjoyed reading the 2026 Spring edition of the Nutricia Homeward Times and we look forward to sharing more updates with you in the Summer!

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

 [nutriciauk](https://www.instagram.com/nutriciauk)  [@NutriciaHCPUK](https://twitter.com/NutriciaHCPUK)  [Nutricia UK](https://www.linkedin.com/company/nutricia-uk)