

NUTRICIA HOMEWARD

times

**SPRING
2021
EDITION**

WELCOME TO THE 2ND
EDITION OF THE NUTRICIA
HOMEWARD TIMES IN 2021

In this edition we will provide you with updates and reminders from Nutricia Homeward Connections, communications about the Nursing Service, deliver some top hints and tips, keeping you up to date with any changes and letting you know about some good news stories along the way. In addition, in this edition find a new section called Nutricia Spotlights where we introduce members of the team!

I am delighted to be taking over the responsibility of the Nutricia Homeward Times from Jo Solomon, who started the newsletter three years ago. My name is Sally, I am the Nutricia Homeward Assistant Brand Manager. It is a pleasure to meet you and I am delighted to be able to provide you all the updates from Nutricia Homeward moving forwards. If you have any suggestions and ideas for future editions, please feel free to email me: sally.lecointe-alonso@nutricia.com

This information is intended for healthcare professionals only.

2020: a year in summary

In 2020 Nutricia Homeward:

- made 886,163 deliveries to Nutricia Homeward patients
- Nutricia Homeward Nurses conducted 218,478 interventions, trained 10,502 healthcare professionals and provided discharge support and training to 5,524 patients and family members
- 11,709,471 giving sets and containers were provided to Nutricia Homeward patients and Nutricia Homeward saved the NHS £6,010,735 through conducting monthly stock checks

If you would like to understand the data for your specific area, please contact your local Account Manager

Understanding your Nutricia Homeward contract and the support you and your tube feeding patients received across the UK during 2020

Cost saving

- Savings on giving sets**: Nearly 12 Million giving sets and containers used in the community, contract saving in hospital and the community of >£65 Million
- Enteral feeding pumps**: >40,000 feeding pumps provided free of charge, valued at >£14 Million
- Reducing Waste**: Monthly stock checks of feed and ancillaries generate >£6 Million of cost savings

Supporting patients at home

- Committed to keeping tube fed patients feeding safely at home >1.1 Million patient contacts (Nurses, Deliveries)
- Preventing hospital visits >218,000 Nutricia Homeward Nurse interventions
- Providing support 24/7 >7,000 Calls to the Nutricia Homeward out of hours service

Innovation and satisfaction

- Product Innovation**: 10 new products launched in 2020 across the Nutricia portfolio
- Patient Satisfaction**: 97% of patients satisfied or very satisfied with the service they receive*
- Service Innovation**: In 2020, Nutricia Homeward won 4 patient experience awards, 1 supply chain excellence award

Total contract savings: Over £168 Million saved due to contract prices on feed, giving sets and containers across the integrated health economy

Nutricia supports 28,059 home enterally fed patients, 10,086 children and 17,253 adults

Training provided at location of choice 10,500 healthcare professionals is trained

- 22% in Care Home
- 28% in Hospital
- 13% in care agencies
- 16% in schools
- 32% in patient's homes
- 9% via App

Supporting speedy access to care >13,000 Nutricia Homeward App calls

Supporting safe and speedy hospital discharges 5,524 patients, families and carers trained to confidently feed safely at home

Patient care improved by supporting and implementing local pathways

*Nutricia Homeward Patient Satisfaction Survey (n = 3,476), Data on file and accurate at time of publication, Jan 2021

Nutricia are committed to working in collaboration with the NHS to deliver outstanding patient care and value for money across the integrated care pathway.

NUTRICIA CONTRACT SURVEY

Each year Nutricia sends an online survey to healthcare professionals in Nutricia contract areas who regularly interact with Nutricia and Nutricia Homeward. This allows us to build a national and local picture of what's working, as well as things that need improving; It helps to shape our thinking and planning for future service developments.

In 2020, we received feedback from 61 respondents in 28 different contracts across the UK. The overall satisfaction was very high, with 92% of respondents scoring Nutricia 4 or 5 out of 5. Areas we focused on for improvement included hospital deliveries, Nutricia Homeward courier deliveries and reducing waste and recyclability.

In 2021 we would like to hear from even more people. We will be sending the survey week beginning 19th April therefore please check your inboxes for an email from **Nia Emlyn-Jones**, Senior Insights Manager for Nutricia.

As always, if you have any feedback which can't wait until our annual survey please contact your local Nutricia team.



patient deliveries

NUTRICIA HOMEWARD CONNECTIONS

When submitting a **Change of Regimen (COR)** for a patient which will involve a delivery following the change, please keep in mind when this delivery will need to be with the patient.

When choosing **Delivery Required** you have several options available to select. If the option you require is not there, please select 'Other' and add further details in the free text area (Delivery Required (Others)).

Next PENDING Scheduled Delivery Date shows the date for the patients next scheduled order (i.e. still at Pending status). This may be more than 4 weeks in the future.

If you are unsure of when a patient's order is due for delivery you can find their **Delivery Schedule** on their regimen. This will advise of the 'week' and 'day'. There is a link on the home page to the

Homeward 2021 Delivery Calendar, where you can find the delivery dates for that delivery schedule throughout the year.

Homeward 2021 Delivery Calendar

Home Patient Management

Messages and Alerts for HCPs

Need help with the system? Call our helpline on 0800 840 9699 or email nutriciaconnections@nutricia.com. For all other enquiries, please call your Customer Service team.

[Click here](#) to see the Homeward Delivery Calendar 2021.

supporting patients

USING THE NUTRICIA HOMEWARD APP

In 2019, Nutricia launched the award winning, Nutricia Homeward App for Nutricia Homeward Nurses to conduct safe, secure video calls with Nutricia Homeward patients and in 2020 we extended its use so NHS healthcare professionals could also conduct video calls with Nutricia Homeward patients.

In 2020, more than 12,500 App calls were made, three times more than the previous year and we are hearing more and more positive stories such as the one below from Louise.



"I've used the Nutricia Homeward App a few times now to speak to patients.

It works well because the patients are already familiar with the App as they have used it with their local Nutricia Homeward Nurse. This helps to reduce face to face contact and therefore reduces infection risk. In fact, in some ways it's better than face to face because I don't always need to wear PPE so patients can see my facial expressions. Also, it saves on travel – better for time management and the environment!

The Nutricia Homeward App was particularly useful this week. I needed to self-isolate so couldn't visit a new patient as planned. Sally, our local Nutricia Homeward Nurse visited the gentleman in person, and I dialled in via the App.

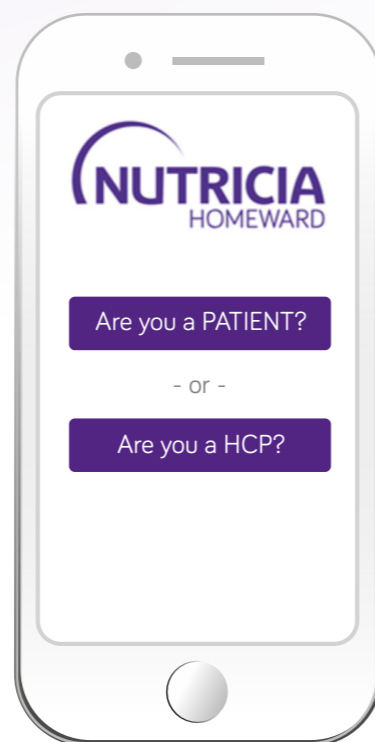
The patient had just had a tube inserted and we wanted to switch him from overnight pump to daytime bolus feeding as overnight feeding was affecting his sleep. Sally was able to try different products and feeding methods, and I recommended products, amounts, fluid, etc and between us we explored the different options to establish the most practical feeding regime which suited him.

This was a truly patient-centred approach which worked really well. I was able to access the patient's medical records and sent a message to his GP whilst we were talking, and I submitted his order on Nutricia Homeward Connections there and then. This gentleman is in his 90s and happy to use the App – so age is definitely not a barrier to using technology!

In summary, I'm all for HCPs using the Nutricia Homeward App – better for patients, better for us."

Louise Nash, Home Enteral Feeding and Frailty Dietitian, Airedale

If you are interested in finding out how you can use the Nutricia Homeward App to have video calls with your patients, please contact your local Account Manager or Nutricia Homeward Nurse.



useful information

HELPING YOUR PATIENTS

It is widely recognised in the NHS, the transition from paediatric to adult services can be a challenging time for patients and their carers, as well as our healthcare professionals. The Nutricia Homeward Nurses do all they can to help support patients to aid

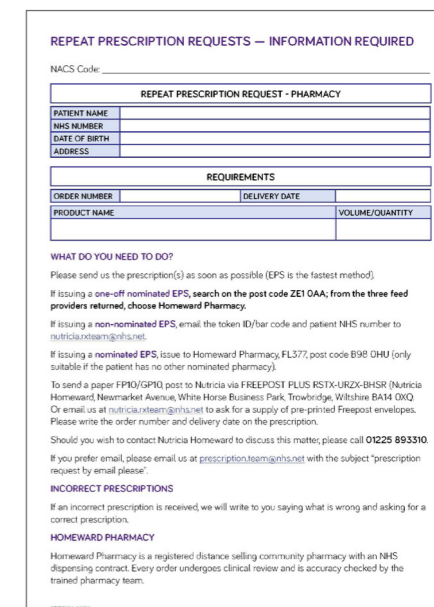
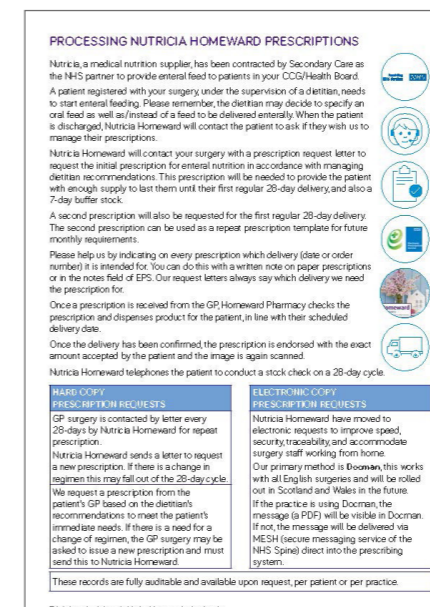
their transition and we have developed some helpful patient leaflets. These are available from your local Nutricia Homeward Nurse. Electronic versions can be found on the Nutricia Homeward website or speak to your local Nutricia Account Manager.

Transitioning packs: you can find these at https://www.nutriciahomeward.co.uk/Helpful_Tools/Resources



OUR 2-PAGE PRESCRIPTION PROCESSING INFORMATION FOR GP PRACTICES

following feedback we have updated this guide into a simpler version; please ask your local Account manager for a copy.



COMING SOON: International Nurses Day!



Every year on the 12th of May, International Nurses' Day is celebrated around the world to mark the incredible contributions nurses make to society and the anniversary of Florence Nightingale's birth.

Here at Nutricia, we are committed to helping patients tube feed safely at home. To do this we have an amazing team of 150 Nutricia Homeward nurses who provide personalised care with:

- **Compassion:** Sometimes, our patients need extra help and reassurance.
- **Support:** Beginning an enteral feeding journey can be a huge change and our nurses are there, every step of the way, to encourage and support patients adjust to a new routine.
- **Education:** Giving patients and carers essential training to build their confidence with enteral feeding from the comfort of their own homes.
- **Innovation:** We're always looking for the best way of reaching our patients and the Nutricia Homeward App brings the vital care they need in a quick, easy, and accessible way.

Thanks to the dedication of our Nutricia Homeward nurses, last year we helped over 5,500 tube fed patients back to the comfort of their own homes.

join us!



Support International Nurses Day on Twitter:
Nutricia HCP UK (@NutriciaHCPUK)/Twitter
<https://twitter.com/NutriciaHCPUK>

Wallace & Gromit's Children's Charity is a national charity raising funds to improve the lives of sick children in hospitals and hospices throughout the UK.

Since 2003, Wallace & Gromit's Children's Charity has given over £2 million in grants to 312 projects in 100 different hospitals and hospices, providing life-saving medical equipment, free family accommodation, a range of arts, music and play therapy programmes, sensory equipment and facilities and respite care.

Nutricia has supported the Charity for over 20 years. One of the ways we support is through our Fortini Reward Scheme. For every child who signs up to the scheme throughout the year we donate £10 to the charity.

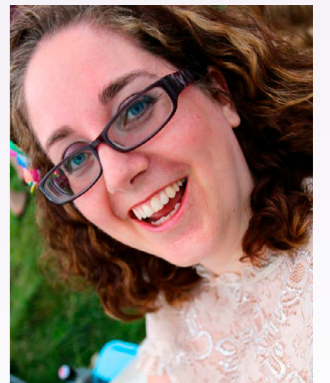


Meet the Team!

NUTRICIA SPOTLIGHTS OF THE MONTH

Lou Reys (16 years working for Nutricia) Systems Development Manager

I am the operational and technical expert for Nutricia Homeward Connections, our Customer Relationship Management system. I lead the team responsible for the business support and service management of the system used to manage our Nutricia Homeward patients. I engage with Healthcare Professionals, patients & carers, Nutricia Homeward Nurses & our Customer Service teams, answering any questions. I manage all system developments, working with key stakeholders, scoping specifications, testing, training & communicating changes.



How do you make patients and healthcare professionals lives easier?

Nutricia Homeward Connections allows access to data specific information for the user. Our patients & carers can use Nutricia Homeward Online to place their own orders every 28 days, see previous orders and make changes to their details. Our healthcare professionals can register new patients, make changes to existing ones, run their own reports and view Nurse Notes. It's offering that 360° view of their patient to support them in managing their care.

How do you lead your team to support healthcare professionals?

We have daily interactions with our Nutricia Homeward Connections users through our busy mailbox. We set up new users, answer questions and help with any issues they may be facing. We are proud to provide an efficient, friendly and knowledgeable service.

What do you love most about your job?

No two days are the same, I speak to so many different people both within Nutricia and the NHS and I am constantly learning about our platform and new features to improve the user experience.

What three things would you take on a desert island?

Chilled white wine (not sure how that would work on a desert island!); a never ending supply of gluten free cream tea & Netflix

What was your worst cooking disaster?

It didn't actually involve cooking..... it was my daughter's birthday party, we were having a party buffet and I bought some chicken bites. I thought they were ready to eat... they were not! Note to self: ALWAYS read the labels!



Steve Lindsey (16.5 years working for Nutricia)
Prescriptions and Projects manager

I make sure our prescription process works properly and evolves along with the NHS.

How do you make patients and healthcare professionals lives easier?

By doing our best to make sure the prescription arrives on time and is processed quickly and accurately.

How do you lead your teams to support healthcare professionals?

We all need to remember there is a patient at the centre of what we do. Its my job to make sure the prescription teams never forget that. If we make the process smooth and efficient for the patient, it works better for everyone.

What do you love most about your job?

It's such an exciting time to be working in this field. Electronic Prescription Systems (EPS) and connectivity between systems has really begun to take off. I am lucky to work for a company that believes in investing for the future.

What three things would you take on a desert island?

A fishing rod, a knife and a wind-up radio.

What was your worst cooking disaster?

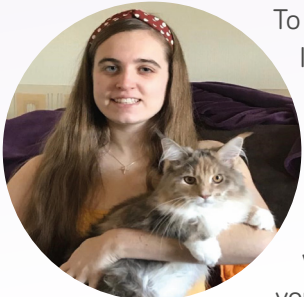
Back in the day...microwaved a home-made Christmas pudding for 20 minutes. Well I didn't know!

Megan's Adventure

AN UPDATE! WE REACHED OUT TO MEGAN A FEW WEEKS AGO TO GET AN UPDATE ON HER TRAVEL PLANS...

As you may recall from our January Nutricia Homeward Times Edition, we shared Megan's adventures as she planned a trip to Peru, to climb the Andes in the summer of 2021 with her sister.

"Unfortunately, due to COVID-19 restrictions I have to postpone my trip to Peru to June 2022. I am still planning to go but Scottish international travel restrictions are unlikely to be lifted before my planned departure date on the 13th June, to any countries let alone Peru, which is on the "red list" and likely to remain on it for some time. So, it seemed like the sensible thing to do. The mountains I plan to climb also have very specific climates so they are only accessible safely between May and August, making June 2022 realistically the next opportunity.



To keep the right level of fitness up, I'm aiming to run half a marathon in May and will be climbing lots of Munros as soon as my final exams are out of the way"

We will definitely keep in touch with Megan and keep on updating you on any progress with the trip!



YOU CAN TO READ MEGAN'S FULL STORY AT
<https://www.tube-feeding.com/UK/Megan-s-Story>

THANK YOU FOR READING THE NUTRICIA HOMEWARD TIMES!

WE HOPE YOU FOUND THE CONTENT USEFUL AND INFORMATIVE AND SPEAK TO YOU SOON IN THE NEXT EDITION

If you have any suggestions and ideas for future editions, please feel free to email me:

sally.lecointe-alonso@nutricia.com

