

NUTRICIA HOMEWARD

Times

**AUTUMN
2021
EDITION**

WELCOME TO THE 3RD
EDITION OF THE NUTRICIA
HOMEWARD TIMES IN 2021

Welcome to the Autumn Edition of the Nutricia Homeward Times. This edition contains information about new updates to Nutricia Homeward Connections and Nutricia Homeward Deliveries.

We have listened to your feedback and future Contract Review Meetings will have a different look and feel, and we have updated how we manage concerns and complaints. Finally, we invite you to celebrate our recent Patient Experience Awards wins with us.

If you have any suggestions and ideas for future editions, please email me at:
sally.lecointe-alonso@nutricia.com

NUTRICIA HOMEWARD CONNECTIONS:

important updates



NEW REMINDER IN NUTRICIA HOMEWARD CONNECTIONS: REUSABLE OPTION FOR FLOCARE CONTAINERS

At Nutricia we want to support the NHS commitment to health and the environment as set out in the 2019, NHS Long Term Plan. One way to do this is to reduce the amount of single use plastic used by home enterally tube fed patients.

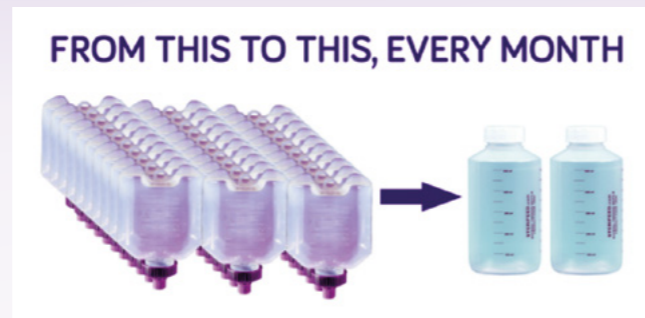
From October, a new “pop-up” will appear in Nutricia Homeward Connections when Flocare 500ml Containers (product code 40441) are added to a patient’s regimen.


CONTINUING WITH FLOCARE 500ML CONTAINERS - PLEASE:

- Check the tick box ‘No, I do not want to switch’
- Enter a reason why
- Click the Save button.

This will help us to better understand why reusable bottles may not be a suitable alternative. This reason box will only be on the “pop-up” for a short time to help us gather your feedback.

To amend your selection to a reusable bottle please click the Cancel button and search for the appropriate reusable alternative.




Reusable Option Available

You have selected Flocare Containers which can only be used for 24 hours, did you know a reusable alternative is available?

250ml reusable bottle, code 166055
500ml reusable bottle, code 168921

These can be washed and sterilised and used for up to 30 days, max order per month is 16.

As a quick guide:

1 Flocare Container/day = 2 reusable bottles/month
2 Flocare Containers/day = 4 reusable bottles/month
4 Flocare Containers/day = 8 reusable bottles/month

Patients will also need a universal adaptor, code 70063, changed when giving sets are changed so usually 28/month and a Flocare Infinity Go-Frame

Please speak to your local Nutricia Homeward Nurse if you have any questions

To continue with adding the Flocare Container please check “No I do not want to switch”, and then click Save.
To amend your selection to a reusable bottle please click Cancel and then use either of the above product codes to search for the required alternative.

No, I do not want to switch

Please help us to understand your reasons for not choosing the reusable alternative by completing the ‘Reason’ box below.

Reason: (Minimum 5 Characters)

No, I do not want to switch

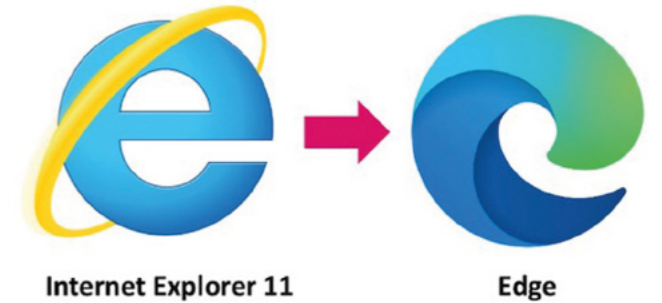
Please help us to understand your reasons for not choosing the reusable alternative by completing the ‘Reason’ box below.

Reason: (Minimum 5 Characters)

IMPORTANT NOTICE: THE INTERNET EXPLORER 11 DESKTOP APPLICATION WILL BE RETIRED BY MICROSOFT AND NOT BE SUPPORTED AFTER JUNE 15 2022

Microsoft have taken the decision to retire Internet Explorer 11 and transfer all web browsing to Microsoft Edge from June next year.

If you only have access to Internet Explorer 11 please raise this with your local IT team otherwise, your access to Nutricia Homeward Connections may be affected.



up to date contact details

IT’S IMPORTANT THE NUTRICIA HOMEWARD TEAM HAVE THE MOST UP TO DATE CONTACT DETAILS FOR PATIENTS

When registering a new patient please try and include a mobile phone number and email address whenever possible.



Communication details

Home Phone 01255123456

Mobile Phone +447777123456

Email email@example.com

NEW: NUTRICIA HOMEWARD DELIVERIES: INTRODUCING

Text Ahead+



The Nutricia Homeward Delivery Service is committed to providing a flexible, tailored service with options to fully meet the varied needs of Nutricia Homeward patients.

Scheduled Nutricia Homeward Deliveries can be via our Nutricia Homeward dedicated drivers or through our dedicated courier partner DPD.

Nutricia Homeward DPD deliveries can be tracked online or through the DPD App and we are now delighted to also offer online tracking for Nutricia Homeward dedicated deliveries through Text Ahead+.

Text Ahead+ provides map-based tracking and more. Nutricia Homeward patients still receive the usual text ahead notification the evening before their delivery is due providing, we have a mobile number registered. However, those Nutricia Homeward patients receiving an order through the dedicated delivery service will also be sent the Text Ahead+ notification, containing a link to our new tracking website.

This provides:

- A map showing the location of the delivery van versus their delivery location
- Confirmation of their delivery window
- The registration of the Nutricia Homeward vehicle
- Details of their order - products and quantities

After their delivery patients can access:

- Confirmation details, including who signed for the delivery
- A survey link to provide anonymous feedback about their delivery

NUTRICIA HOMEWARD DELIVERIES:

communicating with patients

We plan to send information to patients about their Nutricia Homeward deliveries and how these may arrive, either by a dedicated Nutricia Homeward driver or through our courier partner DPD and how they can track and manage their deliveries.



new:

CONTRACT REVIEW MEETINGS

For those who attend Contract Review Meetings you will notice something different this month. We have created a new, engaging slide deck which will hopefully fully meet your requirements for information and data about your Nutricia contract.

We listened to your feedback and have removed some of the repetition, reduced jargon and abbreviations and have also produced a glossary.

If you have any feedback on this new way of presenting data at Contract Review Meetings, please let your local Contract Account Manager know.



THE NUTRICIA HOMEWARD APP: KEEPING PATIENTS TUBE FEEDING SAFELY AT HOME

The award winning Nutricia Homeward App is a safe and secure method of communication between a healthcare professional or Nutricia Homeward Nurse and the patient or carer.

Since the Nutricia Homeward App was launched in 2019 over 22,000 App calls have been made, the majority (86%) of these calls have been for emergency or trouble shooting advice.

Louise Nash, Home Enteral Feeding and Frailty Dietitian, Airedale, shared with us her experience using the Nutricia Homeward App: "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've used it with their local Nutricia Homeward Nurse. It saves on travel - better for time management and the environment!"

If you want to start using the Nutricia Homeward App with your patients, please speak to your local Contract Account Manager.



making improvements

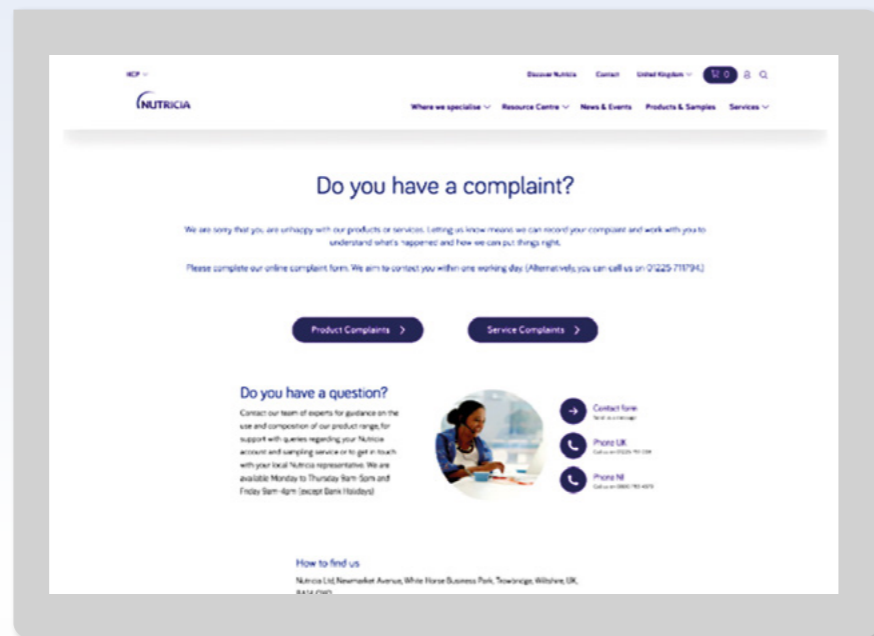
HOW WE MANAGE COMPLAINTS


We continually measure and monitor feedback and as a result we will be introducing some changes to how we manage complaints.

Earlier this year we implemented a new complaints management system, which has improved how we log, monitor and report complaints. One of the benefits is that we are now able to provide a reporting dashboard for each Trust, this will be included as part of your new Contract Review Meeting slide deck.






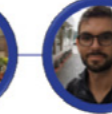
We are also in the process of developing an online complaint logging option via our website, nutricia.co.uk, enabling healthcare professionals to submit information quickly and easily.

We take any complaint regarding the quality of our products and services seriously and our complaints policy and processes have been developed to comply with those of the NHS with respect to patient safety and expectations.





Bonnie Hemmings
Quality & Product Specialist Team Leader

Hannah Jacky Steph Kim Pauline Jack
Quality and Product Specialist Team

We review and report internally on trends and themes, to ensure we employ a learning style mindset to all feedback.

If you are unhappy with any of our products or services, you can contact us on 01225 711794 or via email at qualityassurance@nutricia.com. The new online solution will complement the existing process via phone and email and our aim is to deliver this solution by the end of the year.

Meet the Team!

NUTRICIA SPOTLIGHTS OF THE MONTH

Jill Skelton (over 11 years working for Nutricia) Clinical Development Lead

I work as part of the Learning & Quality Team for the Nursing Service and I am responsible for ensuring Nutricia Homeward Nurses and Enteral Care Assistants deliver best practice that is evidence based. I develop and update clinical policies, risk assessments and competencies as well as complete field visits with the team. I deliver clinical training, support the clinical review of any new services and support the patient safety incident process. I also lead the Safeguarding Team for nursing and customer services.



How do you make patients or healthcare professionals lives easier?

Keeping our nurses up to date with best practice keeps patients safe and prevents unnecessary hospital admissions.

How do you lead your team to support healthcare professionals?

Nutricia Homeward Nurses get asked lots of clinical questions. I support them with the correct answers, rationales and examples of evidence when needed. Over recent years we have introduced new clinical procedures to ensure we are flexible and can deliver a nursing service that meets healthcare professionals and patient's needs.

What you love most about your job?

Working with a great team and knowing the positive impact our nurses have on patients' lives.

What three things would you take on a desert island?

My dog, Millie, someone to talk to, cake...love cake and a big SOS flare, so I could be rescued!!

What was your worst cooking disaster?

Not mine personally, but I was helping my daughter when she was little; she was making spaghetti bolognese. I wasn't watching carefully enough and we all had to eat the wax paper that is found in the meat. She is 32 and her brothers still bring it up regularly to tease her

Helen Hayes, (11 years working for Nutricia) Customer Development Manager

Main job responsibilities

I focus on how we can improve Nutricia Homewards' internal processes to better meet customers' needs. I tend to work on cross-functional projects and I provide a link between Nutricia Homeward Customer Services and Logistics. I also love data, so I work closely with my Nutricia colleagues to ensure the robustness of the data we share.



How do you make patients or healthcare professionals lives easier?

As part of the Customer Account Management Team, we are the key interface for Contract Account Managers and healthcare professionals. We support local initiatives and provide regular data to support healthcare professionals, so they have a clear picture of their patient demographics and contract performance.

How do you lead your teams to support healthcare professionals?

We encourage a continuous improvement mindset whether it be around a process or a way of reporting data. Regularly reviewing how we work to deliver clear, concise information

What do you love most about your job?

The wide variety of projects and tasks I get involved in. It's particularly satisfying to deliver a successful cross-functional project.

What three things would you take on a desert island?

An iPhone with the largest capacity to hold as much music as possible, a solar-powered charger for said iPhone and a Swiss Army Knife.

What was your worst cooking disaster?

I don't think I have had one - which is most definitely luck rather than judgement!

award winners!



NUTRICIA HOMEWARD RECOGNISED AS AN AWARD-WINNING SERVICE FOR THE SECOND YEAR RUNNING

This year we are the proud winners of three Patient Experience Network Awards. PENNA are the first and only awards programme to recognise best practice in patient experience across all facets of health and social care in the UK. This year we received 3 awards for:

PATIENT EXPERIENCE MANAGER OF THE YEAR

Catherine Shakespeare,
Head of Nursing.
In acknowledgment of her exceptional leadership skills and patient advocacy.

MEASURING, REPORTING AND ACTING

Working together to implement an environmentally sustainable solution. This recognised the Nutricia Homeward initiative to encourage the move from single use Flocare containers to reusable bottles.

BEST PRIVATE HEALTHCARE COMPANY

We were also shortlisted for a further 2 awards, Communicating Effectively with Family and Friends and Partnership Working to Improve the Experience.

A wonderful achievement which helps to demonstrate our ongoing commitment to consistently provide an excellent service for all our Nutricia Homeward patients.

Thank you!

We hope you enjoyed reading the Autumn Edition of the Nutricia Homeward Times and we look forward to sharing new updates with you in our next edition. Please feel free to email me at sally.lecointe-alonso@nutricia.com if you have any questions!