

# NUTRICIA HOMEWARD Times



## Welcome to the autumn edition of the Nutricia Homeward Times

We are delighted to introduce our new Nutricia Homeward Welcome Home imagery; you will see these images and on all the Nutricia Homeward materials as we update our pieces of literature over the coming months as well as in various publications such as CN magazine and Dietetics today.

As always it has been a busy few months and we have lots of information to share with you, insights into the roles and tasks of the Nutricia Homeward customer service team, top tips from Nutricia Homeward Connections, news about awards, updates on our charity partners, our a Nutricia Homeward 25th anniversary competition as well as some of our regular features.

If you have any suggestions and ideas for future editions, please email me at: [jo.solomon@nutricia.com](mailto:jo.solomon@nutricia.com)



This information is intend for Healthcare Professionals only

# THE NUTRICIA CONTRACT QUESTIONNAIRE 2022



We would like to thank everyone who took part in completing the Nutricia contract questionnaire in June 2022

Our annual, online questionnaire is 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 well. This helps to shape our thinking and planning for future service developments.

This year we heard from more people than ever before, 83 respondents across 39 contracts and nearly 2/3 of respondents said they would recommend Nutricia to a colleague.



If you would like to know more about the survey, please speak to your local Nutricia Account Manager.

# NUTRICIA HOMEWARD CONNECTIONS

## FINDING NUTRICIA HOMEWARD CONNECTIONS

An internet search will 'find' the "patient online ordering page, Nutricia Homeward Online". To find the correct page please bookmark or mark this URL as a favourite in the browser: <https://e-reg.nutricia.thirdparty.nhs.uk>

**REMEMBER!**  
Nutricia Homeward Connections cannot be found via an internet search

### DID YOU KNOW?

there are 'Next' and 'Previous' buttons on Nurse Notes and Patient Changes on a patient record

### FINDING YOUR PATIENT RECORDS

You can use the "Previous" & "Next" buttons to go through these records without having to come out of the record you are reading and then go back into the next record.

Nurse Note Detail

Previous

Next

▼ Patient Information

Patient Changes Detail

Previous

Next

### FINDING A SUMMARY OF YOUR PATIENT RECORDS

There is a button available on the patient account page called 'Patient Summary'. There are 3 options available to choose from:

- Active Regimen lines: shows patient details plus any active regimen line
- Inactive Regimen lines: shows patient details plus any inactive regimen line
- All Regimen lines: shows patient details plus all regimen lines

### DID YOU KNOW?

You can obtain a summary of your patient record in pdf format

#### Customer Detail

#### ▼ Messages & Actions

Edit Patient

Change Patient Status

Patient Summary

Active Regimen Lines

Inactive Regimen Lines

All Regimen Lines

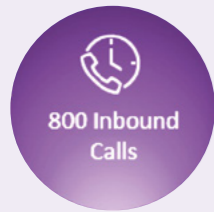
Nutricia Homeward Registered Patient								
Patient Information								
Name	Patient ID C42							
Date of Birth	Patient Status Active							
Gender Male	NHS/CHI No							
Contact No	Date First Registered 16-08-2022							
Mobile No								
Prescription Exemption	Age: Is under 16 years of age							
	Contract							
	Nutricia Nurse							
Patient Changes								
Regimen : R41 (Active)								
Regimen Delivery Address & Deliveries								
Address	Previous Delivery Date 24-08-2022							
City Birmingham	Next Delivery Date 11-09-2022							
Postcode	Delivery Calendar Week 1 Tuesday							
Regimen Details								
All Regimen Line Items								
Active	Product Description	Manufacturer	Nutricia Code	Quantity	Frequency	When Due	Billing Point	Prescription Request

A PDF document will appear in a separate window - you can then print or save this document.

### KEEPING FLOCARE PUMPS FULLY CHARGED

There has been a lot of press speculation about an increased risk of power cuts this winter. We would like to ask healthcare professionals to remind Nutricia Homeward patients to keep their enteral feeding pumps fully charged. Flocare Infinity feeding pumps have a battery life of around 24 hours and are fully charged after 6 hours. If you have any questions about Flocare Infinity feeding pumps please visit [nutriahomeward.co.uk](http://nutriahomeward.co.uk).

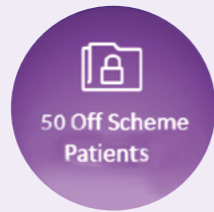
# THE NUTRICIA HOMEWARD PATIENT COORDINATOR TEAMS AND ROLES



800 Inbound Calls



60 New Patient Registrations



50 Off Scheme Patients

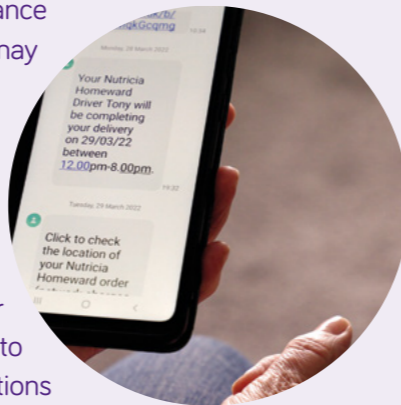


380 Change of Regimens



The Nutricia Homeward customer service teams are made up of over 65 Patient Coordinators. The team spend their time supporting patients and healthcare professionals 5 days a week, from 8 – 8 and on Saturday mornings from 9-1. The variety of tasks undertaken by the teams are numerous, there are in excess of 2500 interactions with patients and HCP's on a daily basis.

We thought it would be useful to give you an insight into the different tasks they undertake every day. Some tasks may sit with more than one team, but the teams work very closely to offer flexibility and assistance where and when it may be needed.



## NEW PATIENT

The new patient team contacts the patient to carry out a “welcome call” on registration with Nutricia Homeward. They introduce the company, let the patient know about our services and what to expect from us moving forward. The new patient team will arrange the patients first monthly order and add information to their record on Nutricia Homeward Connections, such as delivery instructions and mobile numbers for text delivery messages. Consent will be gained from a patient for Nutricia Homeward to contact their GP and speak with anyone else on their behalf. Patients can also ask questions and find out more about the Nutricia Homeward service.

After this initial call patients receive welcome information along with instructions on how to download the Nutricia Homeward App, to enable video calls with Nutricia Homeward Nurses and the DPD App to track their first and future Nutricia Homeward deliveries.

## MONTHLY CARE CALLS

Monthly calls are made to check on the quantity of nutritional product and ancillaries a patient has left; this information is loaded into Nutricia Homeward Connections, which calculates the amount required for a patient's next order, helping to minimise under or over stocking.

## PRESCRIPTION LETTERS

Once an order has been placed following a monthly care call, a letter is generated requesting a prescription from the patients GP. The prescription is processed by our prescription team and attached to the order.



## EXEMPTION REASONS

It is vital that we have the most up to date and correct prescription exemption certificates for our patients, we continually run reports to monitor and update information and will contact the patient if required to ensure we have the correct details.

## THE RECONCILIATION TEAM

The reconciliation team ensure any outstanding prescriptions are requested and entered on to the system in a timely manner to ensure patients do not experience delays in receiving their orders.



## THE ADMIN TEAM

This team carry out a variety of roles; calling patients to make them aware of any delays, liaising between patients and managing healthcare professionals to ensure patients always receive their enteral nutrition or ancillaries.

## CHANGE OF REGIMEN

If changes need to be made to a patient's regimen, the dietitian may email or submit a change of regimen request to our customer account management team. This change often occurs in line with the patients next scheduled delivery but if its urgent the new 'product' may be sent within 2 days.

## INBOUND CALLS

The Nutricia Homeward team receive calls from patients, families and carers with questions, queries or enquiries such as, delivery dates, changing or cancelling an order or general questions about updating their details on our system. This team can also track deliveries to answer any specific patient questions.

If it has not possible to make a delivery, e.g. delivery instructions have not been provided, or the patient was unavailable to accept the items, this will be picked up the morning after the failed delivery, each case is investigated and contact is made with the patient and where appropriate the delivery is resent.

## NURSE CARE LINE

If a patient needs the assistance of a Nutricia Homeward nurse, they telephone the Careline. Details will be taken by one of the team and a task will be allocated to the local Nutricia Homeward Nurse who will contact the patient.

## HOLIDAY AND TRAVEL SERVICE

We support patients who want to travel with their Nutricia enteral feeding equipment and supplies. We need patients to have been registered for a minimum of 3 months with Nutricia Homeward and they need to have permission from their Dietitian. There are some country specific restrictions therefore we always advise patients to speak to us well in advance of their travel plans and we advise that a minimum of 7 days' of enteral nutrition is taken as part of their luggage in case of any delays.

## CUSTOMER ACCOUNT MANAGEMENT TEAM

Healthcare professionals have a separate number to contact the customer account management team who will be able to assist them with any queries they have regarding their patients.

## PATIENTS OFF SCHEME

If our products or services are no longer required, contact will be made with the patient or carer to arrange a collection.



If you have any questions about the various roles and tasks of our customer service team please speak to your Customer Account Manager

## A BUSY AWARD - WINNING SEASON FOR **NUTRICIA HOMEWARD**

### **NUTRICIA HOMEWARD WINS ONCE AGAIN AT THE PATIENT EXPERIENCE AWARDS**

For the third consecutive year (but the first time in person) the Nutricia Homeward service has been recognized by the **Patient Experience Network (PEN)** for providing an award-winning service.

This year we won in the category “Using Insight for Improvement” and were delighted to join other companies and healthcare organizations for an inspirational day hearing about outstanding projects focused on providing excellent patient experience.



“Attending the PEN award ceremony and hearing from other winning teams across the NHS and healthcare was hugely inspiring”  
Gemma Machell,  
Clinical Practice Manager

## **PINNT AWARD FOR NUTRICIA HOMEWARD NURSE MARTINE HARTLEY**

During HAN awareness week in August this year, PINNT, (the support group for Patients on Intravenous and Naso-gastric Nutrition Treatment) held its first ever award ceremony and Nutricia Homeward Nurse, Martine Hartley was delighted to be awarded a certification of special recognition.

Martine was presented her certificate by one of her patients, Gary who she has supported over the years in his fund-raising challenges. Gary raises money and awareness for PINNT by undertaking extreme sporting challenges including marathons, cycle rides and canoeing and Martine has even joined Gary on some of his training runs!

A hugely deserved recognition – well done Martine!



## NUTRICIA HOMEWARD: PROUDLY SUPPORTING HAN WEEK **MEET OLIVIA**



In August this year Nutricia proudly supported HAN week.

Every year PINNT hold Home Artificial Nutrition week, focussing on ‘this is me’ and plan a variety of activities to help raise awareness for those receiving essential nutritional support and living in the community.

Nutricia Homeward support over 30,000 patients who need enteral feeding to remain in their own homes or usual care setting – patients like Olivia. Olivia is a 17-year-old student who is a true inspiration, she embraces life and doesn't let the fact that she's enterally fed stop her from doing the things she wants to do. Watch Olivia's story at the link below:

**NUTRICIA SUPPORTING HAN WEEK**



# NUTRICIA HOMEWARD APP



## USING THE NUTRICIA HOMEWARD APP

Here are some of the things our patients have to say about the Nutricia Homeward App:

I thought it would be difficult but very easy to do, first time I have done a video call.

Very good video call with Sharleen. Very clear!

Was great to speak over video because you can show the nurse etc the problem instead of trying to explain what the problem is, they can see while talking you though the solution.

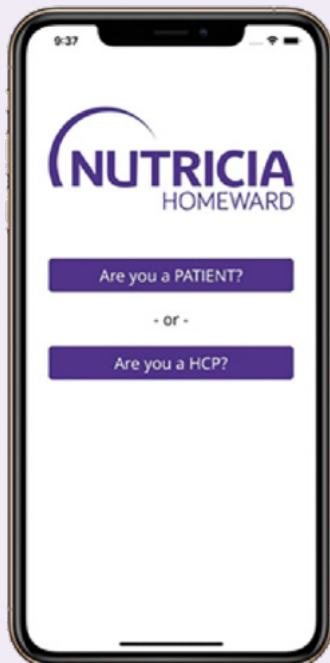
Nicola was lovely; very clear and informative and checked in to make sure I understood and could see everything. Video was clear to see and hear

We have so many positive examples of where the Nutricia Homeward app has been invaluable, just one recent example, when a patient's sister called the out of hours advice service to explain that her brother, who is non-verbal, had been in touch with her to let her know his tube was blocked. His enteral tube is his only source of nutrition and hydration.

Nicky, one of our Nutricia Enteral Care Assistants contacted the patient who confirmed he was happy to receive a Nutricia Homeward App call. At the start of the call Nicky reminded him of the text bubble at the top of the screen in case he needed to text any responses to her to questions. Nicky focused on questions requiring yes or no answer as much as possible, she was able to see the patient nod or shake his head in response.

Through questioning Nicky was able to establish what was causing the problem and managed to put a solution in place, the patient acknowledged that he understood and was happy with resolution. This call wouldn't have been possible without the Nutricia Homeward App and by using it Nicky was able to prevent the patient from being admitted to Hospital.

The Nutricia Homeward Nurses pride themselves in communicating effectively with patients with complex needs, taking the time to understand the patient needs, to put an effective suitable plan in place and the Nutricia Homeward App can really assist with this communication.



The Nutricia Homeward App was launched in 2019 to support Nutricia Homeward patients allowing them access to a Nutricia Homeward Nurse in a safe, secure, timely and convenient manner. Since launch the Nutricia Homeward App it has been used over 30,000 times to help support patients and carers.

**95% OF PATIENTS RATE THEIR NUTRICIA HOMEWARD APP CALL 4-5 STARS!**



**Talk to your Nutricia Homeward Nurse if you would like to know more about using the Nutricia Homeward App**

NUTRICIA HOMEWARD CELEBRATES

# a silver jubilee



Nutricia Homeward was launched in 1997 to support enterally fed patients at home. Listening to healthcare professionals and patients to develop and improve services over the years has been crucial to continue to deliver outstanding patient care.

NUTRICIA HOMEWARD

## 25th birthday competition

Ever thought “it would be great if Nutricia Homeward offered...” or “Nutricia Homeward could make my life even easier if...” If yes, we want to hear from you!

**1997** Nutricia Homeward launched

**2000** First dedicated enteral nursing service

**2002** The first electronic patient registration system

**2012** Nutricia Homeward Online allows patients the flexibility to check stock at a time that suits them

**2016** Nutricia Homeward Connections launched

**2018** Browsealoud introduced on Nutriahomeward.co.uk

**2019** Nutricia Homeward App launched

**2020/21** Nutricia Homeward recognised as an award-winning service

**25** Providing support for 25 years

**PENNA WINNER!**

WE'RE COMMITTED TO CONTINUING TO DEVELOP INNOVATIVE PARTNERSHIP SOLUTIONS TO MAKES LIVES EASIER.

# TEAM SHEFFIELD plummet!



## GO TEAM SHEFFIELD!



On Saturday 8th October the Sheffield Nutricia Homeward Nurses, Nutricia Account Manager, Home Enteral Feeding and Oncology dietitians took the plunge and abseiled 160ft down the Sheffield Hallam University Owen Building! This was to raise funds for the Sheffield Children’s Hospital charity who are in desperate need of a Helipad. Over 4 million pounds has been raised so far and the team have contributed just over £1750 towards the target of 6 million!

Congratulations to (left to right): Katie Sharpe, Leigh Lancaster, Sophie Stenson, Laura Chesters, Sharleen Burgar, Helen Baegan, Lauren Gregory, Danielle Evans, Elaine Memmott-Richardson and Nicola MacDonald.



Competition open for UK only (excl. NI) healthcare professionals. Entries must be received by 9am on 30/11/2022. To enter, please email [innovation.ideas@nutricia.com](mailto:innovation.ideas@nutricia.com) and submit your innovation idea for Nutricia Homeward. The two best ideas will win a Green and Black chocolate hamper. **FULL T&CS**