

NUTRICIA HOMEWARD Times

AUTUMN 2023



Welcome to the 2023 Autumn edition of the Nutricia Homeward Times

This edition shares information about the Nutricia Homeward Nursing service, Nutricia Homeward Connections updates, details regarding deliveries, awards and much more.

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



This information is intended for Healthcare Professionals only

2023 NUTRICIA CONTRACT SURVEY

A huge thank you to everyone who participated in this year's contract survey.

This is an annual, online survey sent to healthcare professionals who regularly interact with Nutricia and Nutricia Homeward and it helps us to understand what we are doing well and where we need to focus now and, in the future, to meet healthcare professionals and patient's needs.

This year we heard from more healthcare professionals than ever before, 129 respondents across 55 different contracts across the UK.

Thank you for your positive feedback, especially around the people you interact with on a daily basis. This has been cascaded to the teams and really makes a difference to individuals knowing that they are appreciated.

There were some common themes for areas for improvement including deliveries, pump management and speed of phone calls answered, and we have put in place improvement plans. Please contact your Contract Account Manager for more detail.

The survey will be run again in 2024 and in the meantime please continue to provide feedback through your local Nutricia team.

PUMP MANAGEMENT

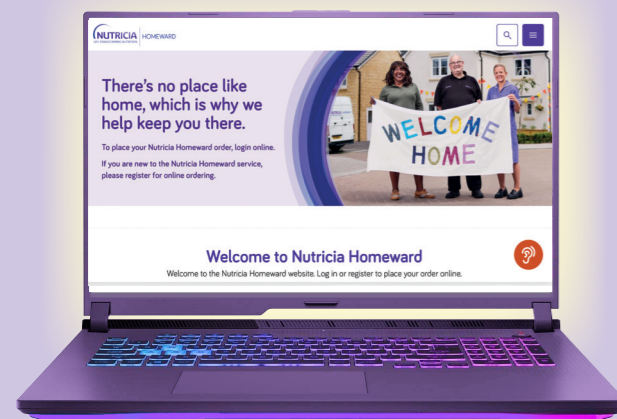
This was a key area identified as needing improvement in feedback from HCPs in our recent survey.

Robust data enables us to proactively manage servicing and replacing pumps better, allowing us to improve efficiencies and respond faster to requests for enteral feeding pumps.

To do this we need your help...



NUTRICIA HOMEWARD WEBSITE



www.nutriciahomeward.co.uk

Useful information to support with your tube feeding needs (no need to register to access website information).

Click on the **Reachdeck** symbol to navigate the website in a way that suits you. It is simple and easy to use, with functions such as:

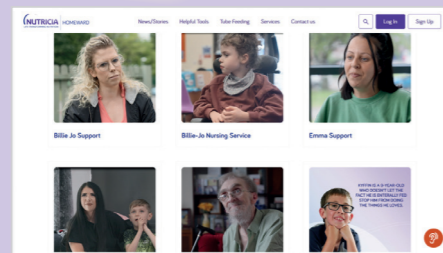
- Text to speech
- Reading aloud
- Magnifying text
- Translation



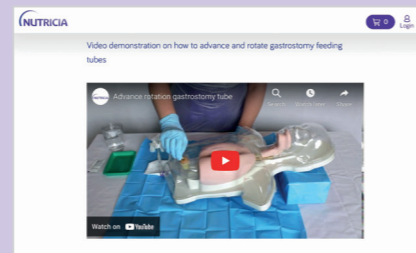
You can personalise the settings so it defaults to the setting you need each time you visit the site.



PATIENT INFORMATION AND LITERATURE



NEWS AND STORIES FROM NUTRICIA HOMEWARD PATIENTS AND CARERS



CLINICAL ADVICE SHEETS AND VIDEOS

top tips

- When discharging a patient, please ensure the correct serial number is provided on the patient registration, this ensures the patient and pool stock records are accurate
- When discharging a patient out of area, please ensure there are clear notes on the patient registration advising who the managing trust will be (if this is in a non-Nutricia area we will plan to collect the pump 14 days after registration)*
- If a patient is admitted to hospital, please use ward stock pumps as opposed to a patient using their own feeding pump
- If you provide an additional or replacement pump to a patient, please submit a Change of Regimen to let Nutricia know the new pump details – we can also arrange for a jiffy bag to be sent to you to return the old pump
- When placing a patient On Hold, please advise Nutricia in the Change of Regimen if we can collect the pump, if the patient needs one in the future, we are able to provide this within 24 hours**
- When taking a patient Off Scheme, please ensure that all relevant parties are aware we will be collecting the pump (along with other items if required) and not to dispose of it

Thank you for your support

*We will ensure the patient is happy for us to collect the pump at this time

**Subject to location

NUTRICIA HOMEWARD CONNECTIONS

did you know?

You can view information Nutricia Homeward hold on a GP Surgery. From a patient's regimen you can click on the GP Surgery record to view more.

Click on the Regimens hyperlink (on the patient account page) and then click on the underlined name under GP Surgery OR click on the Regimen No. and click on the name of the GP Surgery (underlined).

Contact details, address information, whether the GP Surgery will retrospectively prescribe or will not deal with a third party is shown here (if Nutricia Homeward have that information).

You can go straight to the patient record from a Nurse Note. You don't have to go out of the Nurse Note and search again for the patient.

On a Nurse Note, the underlined patient name once clicked will take you to the patient account.

If you also see back to account: Patient Name then you can also click this.

Nurse Notes and Patient Changes have 'Next' and 'Previous' buttons so you can 'scroll' through each one without having to go out and back in again. Once you get to either the latest or oldest a pop up message will let you know on screen.

NUTRICIA HOMEWARD TELEPHONE NUMBERS

We have recently reviewed all our active telephone numbers and based on low call volumes to some very old numbers we have retired some of these old numbers. Voice messages will be added to these numbers to advise callers to hang up & dial the new number.

AN EXAMPLE OF DRIVING SUSTAINABILITY THROUGH

plastics reduction

By **Kim Farmer**, Homeward Nurse, Brighton

Like many NHS Trusts, Brighton is investigating ways they can meet the NHS green agenda and an area where Homeward Nurses and Dietitians can work in partnership is reviewing the ancillary items Nutricia Homeward patients have on their regimen and switching to reusable items where possible.

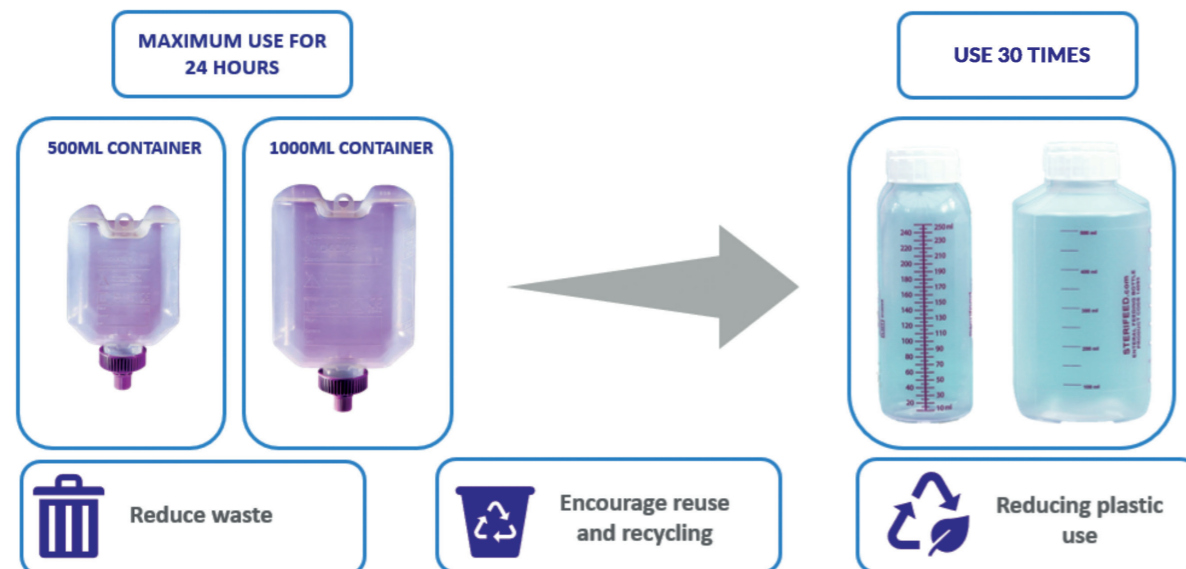
When conducting a planned patient review, I look at what ancillary items patients have on their regimen, I then discuss this with the HETF dietitian, and we then discuss with the patient (if required) how we could change their ancillary use, with the aim of reducing waste, in particular plastic.

The result has been that the patients have been very happy switching to reusable products, and this has resulted in less plastic waste, reduced delivery sizes and less storage required.

This process is in line with the NHS drive to be more sustainable, reducing plastic waste, reusing plastics and recycling wherever possible.

From both Nutricia and the NHS's perspective this supports commitments to reduce our carbon footprints.

REDUCING PLASTIC WASTE IN ENTERAL FEEDING



MARTINE AND GARY TAKE ON THE

great north run!

On Sunday 10th September, there were 60,000 people taking part in the 13.1 miles Great North Run, including Mo Farrah doing his last ever GNR and a 102-year-old who claimed a Guinness World Book of Records for completing the course!

Alongside the famous faces was our very own Homeward nurse, Martine Hartley, there running to support Gary Taylor. Gary relies on enteral feeding for his nutrition and hydration and is registered with the Nutricia Homeward service.

Martine and Gary's first ran together 5 years ago when Gary started his fund-raising campaign, by training to run his first London Marathon in 2018. The preparation for this involved a lot of help and support from both Martine and his Dietitian, Lisa Green, making sure he had the right balance with his nutrition and hydration, ensuring the backpack carrying the feeding pump would stay in place during the 26mile run, as well as the logistics of finding a support runner to accompany Gary during the marathon. This event was just the start of what has become many epic challenges for Gary.

Martine and Gary ran with their running club the 'Sowerby Bridge Snails'. Whilst Martine and Gary both took part in the Great North Run this year, they didn't actually run alongside each other as Martine explained "The stats say it all! He nearly killed me 2 years ago at the GNR when we did run together! I said never again". They did however support each other throughout the day and Martine was on hand to check Gary's equipment and make sure all was working ok. Gary was able to offer support to Martine, making sure she made it to the start line and got back on the coach after the race without getting lost in South Shields.

STATS

Gary: 13.21 miles; Pace 9:14 min/miles;
Total time = 2hrs 1 min

Martine: 13.32miles; Pace 12;15min/miles;
Total time = 2hrs 43mins

Martine raised £360 for Parkinson's UK which is a charity close to her heart. Even in the 25-degree heat on the start line, before the torrential rain and thunderstorms in the afternoon (that caused South Shields to flood), Martine's overall highlight of the day was finishing in one piece and seeing the Red Arrows display overhead.

To read about Gary's other epic challenges, visit <https://www.nutricia.co.uk/hcp/discover-nutricia/nutricialife/gary-story.html>



RCN Awards

We were delighted to attend the Royal Collage of Nursing Awards in Liverpool earlier this month. It was an honour to attend and we were so proud to see our Homeward Nurse Team from Sheffield nominated in the Greener Nursing Practice category this year. The team's work in helping tube fed patients switch from single use to reusable bottles is so inspiring!

Congratulations to our Homeward Paediatric Nurses in Sheffield & all the finalists.



GOMPELS WIN

Pharmacy of the Year!

We're delighted to announce that D&M Gompels Pharmacy won The Pharmacy Business of the Year award! "The awards celebrate the very best of the pharmacy profession and recognise outstanding community pharmacists who are at the very cutting edge of the profession."

This recognition highlights Gompels commitment to patient care and their innovative approach to pharmacy services. We look forward to what the future brings with Gompels as they continue to develop their teams, services and technology.

From Left: Shailesh Solanki, Barry Gardiner MP, Andrew Hobson - Gompels Limited Superintendent Pharmacist, Patrick Gompels, Kalpesh Solanki



NUTRICIA ACADEMY – ENTERAL FEEDING E-LEARNING

We want to provide the very best care for your patients, especially when they have additional medical needs such as an enteral feeding tube. That's why Nutricia are dedicated to helping healthcare professionals enhance and refresh their knowledge of enteral feeding, allowing them to continue to treat their patients with confidence.

NURSE ENTERAL FEEDING E-LEARNING PROGRAMME

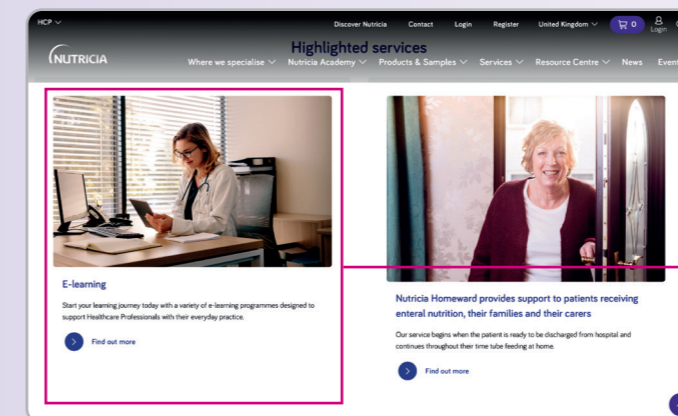
Module 1: What is enteral feeding?

Module 2: Understanding enteral feeding

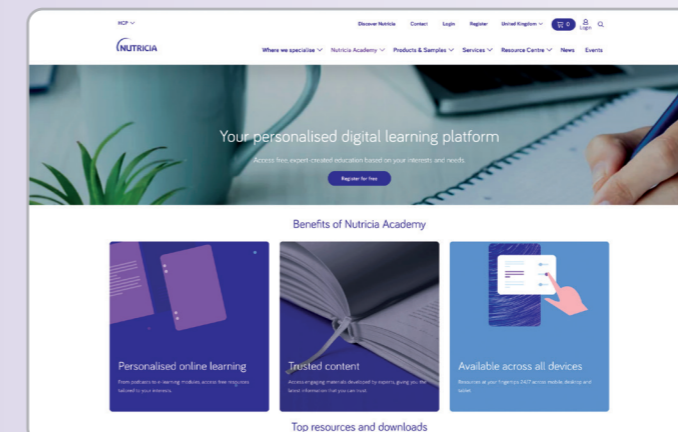
Module 3: Preparing for enteral feeding

HOW TO ACCESS THE E-LEARNINGS:

Visit www.nutricia.co.uk



Scroll down and click on the E-learning window.



Register for your free account

Select 'E-learning modules' via the catalogue. Select 'Nurse e-learning course' to access modules 1 –3.

Upon completion of the modules, you will be able to access your certificate via the 'My achievements' tab on your account.

CN Awards

Back in September, we were delighted to attend the CN awards in London.

Nutricia Homeward sponsored The Geoff Simmonett 'Commitment to Patient Care' Award that went to the amazing Alison Ashworth.

Nutricia Flocare sponsored the Sustainability Initiative Award which went to the inspiring Clinical Nutrition & Dietetics Team, Kent Community Health NHS Foundation Trust.

And as if all that wasn't enough Peptisip Energy HP was nominated and WON the New Product of the year!

It has been an honour and a privilege to be part of the awards this year and we have been so impressed by all the nominees.



Disclaimer: Intended for Healthcare Professionals only. Peptisip Energy HP is a Food for Special Medical Purposes for the dietary management of disease related malnutrition in patients with malabsorption and/or maldigestion and must be used under medical supervision.

COST OF LIVING *crisis*

We know there are lots of worries and concerns about the rising costs of energy and it's important to try to find ways to save where we can, reducing any unnecessary spend. We need to be prepared whatever the weather, especially during the Winter. You can find advice for patients via our website here: www.nutricia.co.uk/patients-carers/living-with/cost-of-living-and-winter-season-advice.html



HOMeward DELIVERY VANS

Nutricia has ambitious plans to reduce carbon emissions. Our aim is to reduce greenhouse gases by 35% by 2030, as part of this plan we are moving to more environmentally friendly Nutricia Homeward delivery vans.

We now have a number of fully electric vans across the UK for deliveries close to our depots, for deliveries to patients slightly further away our vans are powered by HVO.

HVO stands for hydrotreated vegetable oil, sometimes known as renewable or biodiesel. It is a fossil-free alternative to diesel, resulting in up to 90% reduction in greenhouse gas emissions.

Both styles of van complement our courier partner, DPD, who are already providing an all-electric delivery service to 10 UK towns and cities, with a further 15 all-electric locations set to be live by the end of 2023. All contributing to both Nutricia's and the NHS green plans.

What number should a patient call if they have a query?

Contact the Nutricia Homeward Patient Services team on 0800 093 3672 or email nutricia.homeward@nutricia.com

Who should I contact if I have a question about a patient's delivery?

Contact the Nutricia Homeward Patient Services team on 0800 093 3672 or email your regional team:



North East & Scotland - Northeast.scotland@nhs.net

Central & North West - central.northwest@nhs.net

London & East - London.east@nhs.net

Southwest & Wales - Southwest.wales@nhs.net

How does a patient organise a holiday delivery?

This would start by calling the Nutricia Homeward patient services team on 0800 093 3672

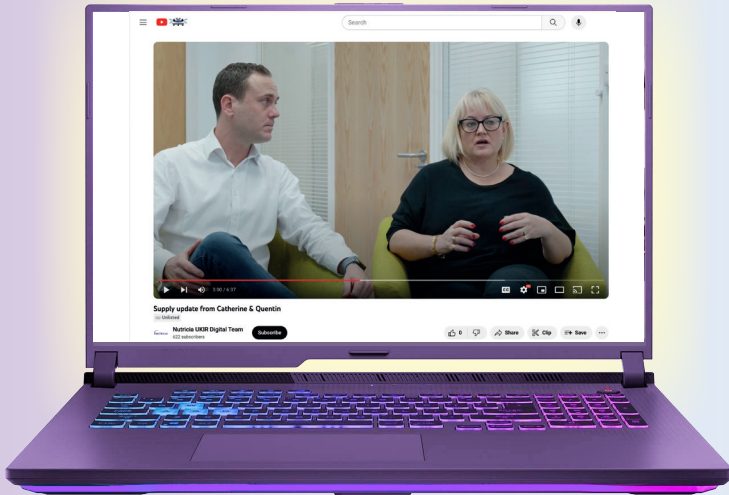
How can a HCP flag that a patient is vulnerable and may require additional support for their delivery?

A dietitian should contact the Nutricia Homeward patient services team relating to any vulnerable patients with a specific clinical need requiring a certain type of delivery, and the type of service the patient needs.

How can a patient do their own stock check at a time that suits them?

If a patient has registered for Homeward online account, they will receive an email notification advising of the 7-day window to complete their stock check at a time convenient for them.

SUPPLY AND SERVICES UPDATE FROM NUTRICIA



Scan the QR code to watch Catherine and Quentin's video message.



Quentin Tchakhotine, Enteral Nutrition Category Director and Catherine Shakespeare, Patient Services Director provide a short video update covering product supply, service updates and systems improvements. They also thank all our Nutricia customers and Nutricia Homeward patients for their continued feedback and support.

DELIVERY INFORMATION

During the month of December, over the festive period please note there are some changes to the Nutricia Homeward delivery schedules:

Deliveries due on Monday the 25th of December will be delivered on Saturday the 2nd of December

Deliveries due on Tuesday the 26th of December will be delivered on Saturday the 9th of December

Deliveries due on Monday the 1st of January will be delivered on Saturday the 16th of December



Scan the QR code for your 2024 delivery calendars.

NUTRICIA HOMEWARD PATIENT SERVICES TEAM

Opening times during the festive period are as follows:

18th - 22nd December	8.00 - 20.00
23rd December	9.00 - 13.00
24th - 26th December	CLOSED
27th - 29th December	8.00 - 20.00
30th December	9.00 - 13.00
31st December - 1st January	CLOSED
2nd January onwards:	Normal office hours

Thank you

We hope you enjoyed reading the Autumn Edition of the Nutricia Homeward Times and we look forward to sharing more updates with you in the next edition. If you have any questions or ideas for future content, please do not hesitate to get in touch with me at lara.farrell@nutricia.com.