

information & updates

MEET THE PEOPLE LEADING THE REGIONAL PATIENT SERVICES TEAMS

Hannah, Hayley & Sara lead the North East & Scotland Team



Amy, Natalie & Tracey lead the London & South East Team



Lin and Fran lead the Southwest Team



Wendy and Stevie lead the Central & Northwest Team



Your Regional Team are there to help you. If you have any questions or need to contact your team please email nutricia.homeward@nutricia.com or telephone **0800 093 3672**

keeping in touch

WITH NUTRICIA HOMEWARD

It's important for Nutricia Homeward to have your up-to-date contact details so we can share any important information with you. It's also important for you to have our details to hand in case you need to reach us at anytime.

- Do you have our number saved in your phone?
- Do we have the right contact information for you?
- Do we send information to you in the best way?
- Would it be easier if we kept in touch by email or through text messages?
- Did you know you can update your details via our online secure Patient Contact Preferences form?



Just follow the link or scan the QR code to complete your details: <https://forms.office.com/e/BnSGa1Q8qe> or let the Nutricia Homeward team know next time you speak to us. Making sure Nutricia Homeward has an active email address for you, the correct mobile and/or land line telephone numbers will allow us to share important information with you at the right time in the most convenient way. It will also help you when you need to contact us and you will know its Nutricia Homeward calling if the number is stored in your phone.

NUTRICIA HOMEWARD OUT OF HOURS ADVICE LINE: **0800 093 3672**

Your mobile number and email address will only be used to contact you about your Nutricia Homeward deliveries or service related communications; such as updates about our service or satisfaction surveys. Your mobile number will be shared with our delivery partner making deliveries on our behalf and may be visible on the delivery label.

You can update your contact preferences at any time by contacting Nutricia Homeward on 0800 093 3672

Our privacy policy can be found here: www.nutriciahomeward.co.uk/Privacy_Policy/



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:

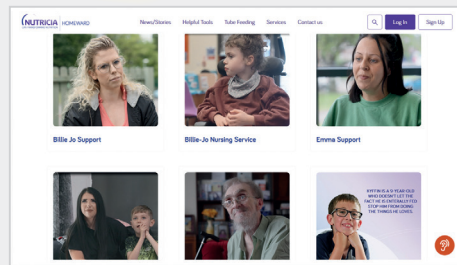
- Text to speech
- Reading aloud
- Magnifying text
- Translation



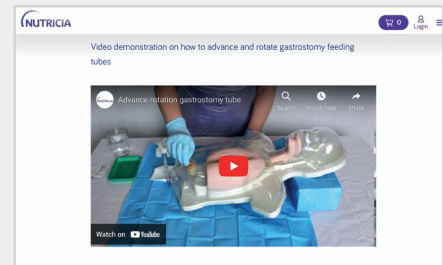
You can personalise the settings so it defaults to the setting you need each time you visit the site.



PATIENT LITERATURE



NEWS AND STORIES FROM NUTRICIA HOMEWARD PATIENTS AND CARERS



CLINICAL ADVICE SHEETS AND VIDEOS

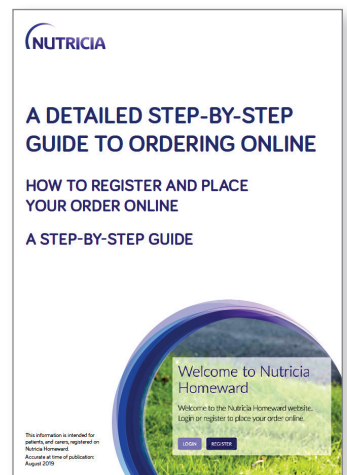
ORDER YOUR SUPPLIES ONLINE!

Would it be better for you to order your medical nutritional supplies online? It's a quick and easy process to set up your online account.

Once you have set up an account, you will receive an email letting you know when your '7 day order window' is open. Check the amount of medical nutrition you have left. If you give the correct information on the form, the system will work out how much you need for your next delivery.

Providing the correct information will make sure that you have the right amount of nutritional feed and equipment, which will stop you running out or ordering too much.

We have made a short video on the Nutricia Homeward website, to show you how easy it is to set up an online account, and there are also some leaflets to help get you started at nutriciahomeward.co.uk



The Nutricia Homeward team are here to help you. If you have any questions or need to contact the team, please email nutricia.homeward@nutricia.com or telephone 0800 093 3672.

Remember – you can also call us if you are unable to do your stock check online and if you haven't received a stock checking call from us.

OUT OF HOURS

advice line

0800 093 3672

ADVICE FROM THE NUTRICIA HOMEWARD
NURSING SERVICE AVAILABLE
24 HOURS A DAY 365 DAYS A YEAR

The Nutricia Homeward Out of Hours Service is a telephone advice line, offering CLINICAL (nursing) support to patients and carers registered with Nutricia Homeward, when help is needed outside normal working hours.

The service is run by the Nutricia Homeward Nursing team, so you will be speaking to one of our experienced nurses who will try and help with your concern. Unfortunately, a Homeward Nurse will not be able to come and visit you out of hours, but any follow up calls or visits will be arranged by your local Homeward Nurse on the next working day.



RECEIVING

text messages

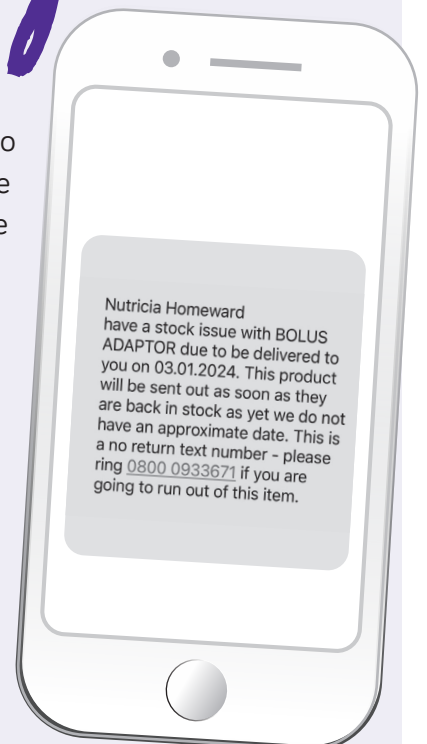
FROM THE NUTRICIA HOMEWARD TEAM

Nutricia Homeward sometimes need to get in touch with you. We may need to let you know about your deliveries. You may receive a text message from the Nutricia Homeward service if there is a shortage of one of your enteral tube feeds, or we may need to share some other important information with you.

The text messages often contain hyperlinks, these links are safe for you to click on to read the information provided. The text will look similar to the one on the right.

MESSAGES FROM NUTRICIA HOMEWARD WILL START WITH “HELLO THIS IS NUTRICIA HOMEWARD” “THIS IS NUTRICIA HOMEWARD” OR “NUTRICIA HOMEWARD”

IF YOU NEED TO CONTACT NUTRICIA HOMEWARD FOR ANY REASON
PLEASE CALL THE PATIENT SERVICES TEAM ON 0800 093 3672.



PATIENT SATISFACTION

survey



YOUR FEEDBACK IS IMPORTANT!

I CAN'T REMEMBER WHEN SARAH CAME TO US - WE HAD BEEN HOME A DAY OR TWO? BUT SHE WAS VERY GOOD AND EXPLAINED IT ALL!

- Nutricia Homeward will send you a patient satisfaction survey within the first 6 weeks of you being registered with the Nutricia Homeward Service.
- A second survey will be sent when you have been with Nutricia Homeward for 6 months.



- A third when you have been with us for a year; this will be followed by an annual survey on the anniversary of your registration.
- These surveys will be sent by text if you have provided Nutricia Homeward with a mobile number.

ANYTHING I WAS HAZY ABOUT -
- MY HOMEWARD NURSE COULD PUT ME RIGHT

remember!

- Much of the packaging from your medical nutrition and ancillaries can be recycled.
- Visit nutriciahomeward.co.uk to find out more information or scan the QR code



More information at
www.nutriciahomeward.co.uk

RECYCLING & WASTE

Flocare containers, OpTri bottles and all of our 40ml, 125ml and 200ml plastic bottles and pots can be recycled with your usual household plastics. Just leave the caps and lids on when recycling. Tetrapaks, blister packs, information, and cartons or boxes used for the Flocare range can be added to your normal household waste recycling.

Our giving sets and feeding tubes are made using mixed plastics that are not recyclable. Please throw these away with your general household waste. Some of your Nutricia Homeward deliveries might arrive in grey or white plastic bags. These are made from 100% recycled material. They can be recycled at most large supermarkets along with other soft or flexible plastics.