

information & updates

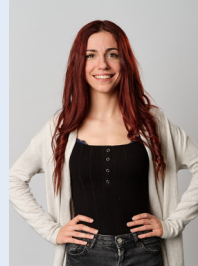
MEET A FEW OF YOUR REGIONAL PATIENT SERVICES TEAM

METABOLICS & KETOGENICS TEAM



Gemma

NORTHEAST AND SCOTLAND REGION



Nefeli Olivia Jane

CENTRAL AND NORTHWEST REGION



Dan Niki Samra

LONDON AND SOUTHEAST REGION



Dawn Dan Becca

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

CHRISTMAS DELIVERIES

Deliveries originally scheduled for Wed. 25th December 2024 will be delivered on Saturday 30th November 2024.

Deliveries originally scheduled for Thursday 26th December 2024 will be delivered on Saturday 7th December 2024.

Deliveries originally scheduled for Wednesday 1st January 2025 will be delivered on Saturday 14th December 2024

OPENING HOURS DURING THE FESTIVE PERIOD

16TH - 20TH DEC 2024	08:00 - 20:00
21ST DEC 2024	09:00 - 13:00
22ND DEC 2024	CLOSED
23RD DEC 2024	08:00 - 20:00
24TH DEC 2024	08:00 - 18:00
25TH DEC 2024	CLOSED
26TH DEC 2024	CLOSED
27TH DEC 2024	08:00 - 20:00
28TH DEC 2024	09:00 - 13:00
29TH DEC 2024	CLOSED
30TH - 31ST DEC 2024	08:00 - 20:00
1ST JAN 2025	CLOSED
2ND JAN 2025 ONWARDS	NORMAL OFFICE HOURS

SOUTHWEST AND WALES REGION



Tracie Ellen Katie

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/

coming soon!



NUTRICIA HOMEWARD MYCONNEX APP

In the coming months, Nutricia Homeward is launching a new app called Nutricia Homeward MyConneX. Here's what you can expect:

- **Easy Ordering:** Place your next order online with just one click.
- **Monthly Supplies:** Easily check your supplies and only order what you need.
- **Reminders:** When it's time to place your next order.
- **Delivery Updates:** Stay up to date about your deliveries.
- **Personal Details:** Option to update your contact information.
- **Video Calls:** Securely talk to your Homeward Nurse.



The Nutricia Homeward MyConneX app will replace the current Nutricia Homeward app and Homeward online ordering system.

We are working hard to make the switch as smooth as possible and will provide more details as we get closer to our go live date. We are excited to start this journey with you!

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.



PATIENT SATISFACTION

survey



- Nutricia Homeward will send you a satisfaction survey within the first few weeks of being registered with the Nutricia Homeward Service.
- We will send another survey when you have been registered with the service for about 6 months.
- At the end of your first year of receiving the Nutricia Homeward service we will ask you for your thoughts. Following this, once a year we will send an annual survey on the anniversary of your registration.
- If you have provided Nutricia Homeward with a mobile number, all of these surveys will be sent by text, meaning that it's really quick and easy to complete.

**YOUR
FEEDBACK IS
IMPORTANT!**

ACTING ON YOUR FEEDBACK

We take the feedback from our patients and their families seriously

It allows Nutricia Homeward to improve and develop our service. Below are just a few examples of how your feedback has helped to shape the Nutricia Homeward service:

You told us how frustrating it can be, having to wait in a phone queue or not being able to get through when you need help

We have worked with each member of our patient services team, enhancing their skills to help deal with all of your questions and enquiries.

Over the last 6 months this has made a huge difference to the time call waiting times and it has increased the number of calls we can answer every day.

We have also introduced a call back service on our phone lines

This allows you to request a call back which means you can keep your place in the queue without needing to stay on the phone.

You need your deliveries to be left according to your instructions

By downloading the DPD app, specific delivery instructions may be added for all your Nutricia Homeward deliveries.

You need a little more time to get to the door

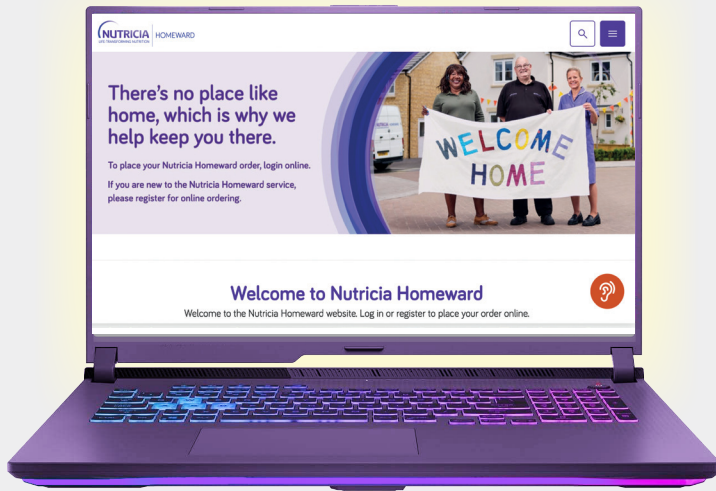
Through the DPD app you can request additional time to answer the door, and the delivery driver will know to wait.

You need text notifications about deliveries

Updating our patient contact details and preferences makes sure we are contacting you in your preferred way.



website



www.nutriciahomeward.co.uk

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

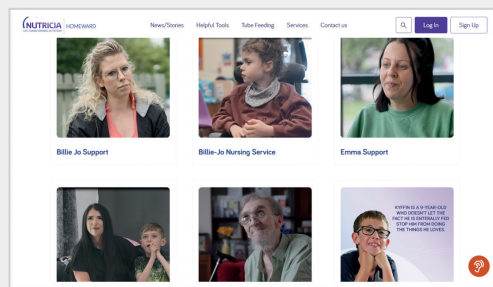
Click on the **Reachdeck** symbol to navigate the website in a way that suits you. It is simple and easy to use, with functions such as:

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

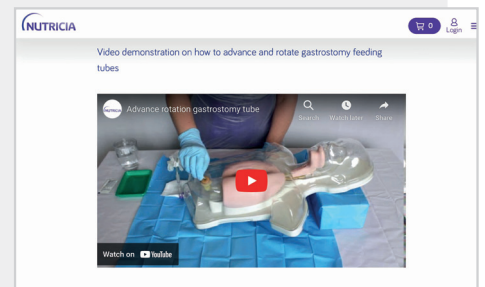
You can personalise the settings so it defaults to the setting you need each time you visit the site.



PATIENT LITERATURE



NEWS AND STORIES FROM NUTRICIA HOMEWARD PATIENTS AND CARERS



CLINICAL ADVICE SHEETS AND VIDEOS

RECYCLING GUIDELINES



Most of our packaging can be easily recycled.

Please remove any foil seals, rinse and reattach any lids where possible.

All of the following can be recycled at home or in hospitals along with other recyclable items.

- Fortisip Oral Nutritional Supplements - bottles and 40ml cups/shots and plastic pots
- Fortisip Oral Nutritional Supplements in Tetra Paks (check your local recycling collection)
- Nutrison/Nutrini OpTri bottles - all sizes
- Tins
- Flocare containers
- Reusable bottles
- Booklets, cartons and outer boxes
- Paper back from giving sets packaging



Recyclable at large supermarkets

The plastic bags Nutricia Homeward use for deliveries are made from recycled plastic and can be recycled at collection points, often at large supermarkets along with other 'soft plastics'.

The following can't currently be recycled and must be disposed of with general waste.

- Sachets
- Giving sets
- Feeding tubes



Enteral feeding pumps, Z stands and Go frames are cleaned and refurbished and used for other tube feeding patients, please contact us on 0800 093 3672 to arrange a collection.

Local councils may have different guidelines, more information can be found here:



This information is intended for healthcare professionals, patients and carers of patients. All products shown here are Foods for Special Medical Purposes and must be used under medical supervision. **See individual product labels for more information.**

RECEIVING *text messages*

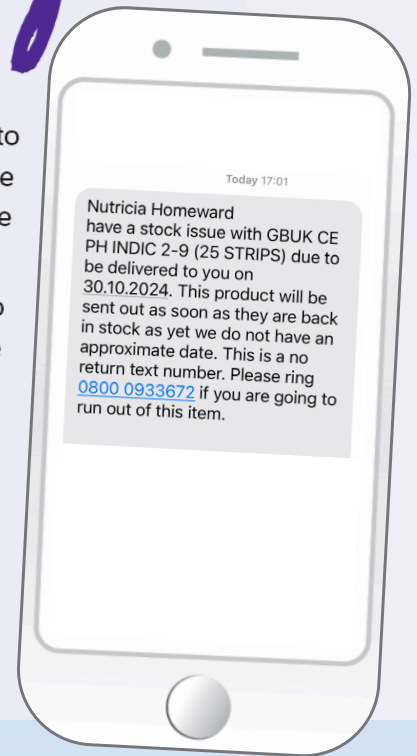
FROM THE NUTRICIA HOMEWARD TEAM

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.



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.



customer service week!

It was Customer Service week at the start of October, and a great opportunity for the Nutricia Homeward Patient Services team to come together and celebrate.

Lunch was enjoyed by the team, who took part in quizzes and competitions, attended team building activities as well as some best practice training sessions.

Nutricia Homeward Account Managers and members of the Homeward Nursing team recorded short thank you video's to show their appreciation of the amazing work the Patient Services teams do every day.



To mark Customer Service Week, we asked Ana, a Senior Patient Coordinator and Michael a Patient Coordinator at Nutricia Homeward, about the ways in which customer service at Nutricia Homeward is uniquely rewarding and challenging.

What is the most interesting aspect of your work?

MICHAEL: I like the interaction side of things. What makes me happy is the opportunity to speak to patients on a daily basis and resolve anything that comes up.

ANA: I love looking at data to figure out what we can do better, because it all links in to providing the best experience the patient is going to have. There are so many things you can do with the numbers, and I find that absolutely fascinating.

What part of your work do you find most rewarding?

ANA: Nutricia is a brilliant company, and the people that work here are amazing - I've never had colleagues like them before. Working for a company with a purpose like Nutricia makes you proud, and everyone in my team has one goal: providing the right support to our Nutricia Homeward patients. It's so rewarding that we're able to do that, and I'm so proud I can play a part in helping people like that.

MICHAEL: Customer service can obviously be hard when you get people calling in who aren't entirely happy, but it's amazing when you get those calls from people who are grateful and really happy with the service we provide for them. It's what has kept me doing this job all these years!

What does Customer Service Week mean to you?

MICHAEL: Customer Service Week is a great opportunity for new people coming into the company to get an understanding of what we do and how rewarding this role can be. It's amazing for us to be able to share our stories, and give people a sense of the massive difference Nutricia Homeward Patient Services makes in patients' lives.

ANA: . Customer Service Week makes it possible to highlight that we are not your usual customer service team. We don't do our jobs for the recognition; we do it for the patients. We are there for our tube feeding patients in so many ways, and I cannot think of another company that goes to such tremendous lengths to make people's lives easier.

COST OF LIVING AND WINTER SEASON ADVICE FOR NUTRICIA HOMEWARD PATIENTS

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. Also, with Winter fast approaching, we need to be prepared whatever the weather.

It is essential that you continue to follow the advice from your dietitian.

USING A FLOCARE INFINITY FEEDING PUMP

- The Flocare Infinity feeding pumps have a battery that should last for 24 hours when fully charged, and will take 4-6 hours to charge
- Make sure your pump is fully charged each day. It isn't necessary to have your pump plugged in all the time as this will cost more, but it is important - in case of power cuts - to make sure your pump is always ready to use.
- Remember... Charge, Use, Fully Charge, Unplug
- It's essential that you only use the charger that has been designed for use with the Flocare Infinity feeding pumps
- Make sure you have the right amount of enteral feeding supplies in case of severe weather conditions - advise Nutricia Homeward if you do not have a supply of buffer stock
- Please speak to your managing healthcare professional at your next review to find out if it would be safe for you to consider alternative feeding methods, in case there is a time when you are unable to use your feeding pump.



Nutricia Homeward out of hours advice line: 0800 093 3672.

DID YOU KNOW...

The Flocare Infinity feeding pumps use a very small amount of power - only 0.0076kwh (kilowatts per hour) to become fully charged, far less than normal household items, such as these examples:



80kwh

Vacuum Cleaner



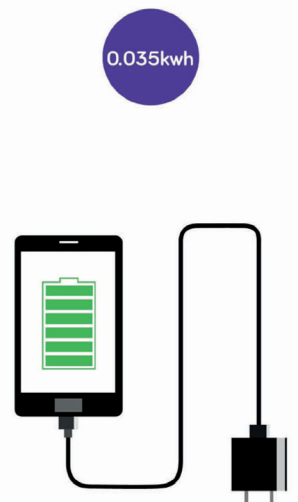
30kwh

Kettle



0.3kwh

Electric
Toothbrush



0.035kwh

Mobile Phone
on charge