



## Measuring, Reporting, Acting

**A service evaluation of the acceptability and use of a mobile app for video call communication between home enterally tube fed patients and home care nurses**

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# NUTRICIA HOMEWARD

- UK's leading medical nutrition feed and service provider
- We support nearly 30,000 home enterally fed patients every year across the UK
- We have a dedicated team of over 150 Nutricia Homeward Nurses



**Our mission is to  
proudly transform  
health through  
nutrition for the  
people we serve**

# IMPROVING PATIENT COMMUNICATION USING TECHNOLOGY

## THE NUTRICIA HOMEWARD APP – WHY?

### Patients are changing

Home enterally fed patients are now<sup>1</sup>:

- More independent
- Less likely to be bed bound
- More likely to be living in their own home

### Technology use is changing

- In 2018, 90% of adults in the UK were internet users<sup>2</sup>
- 85% of the UK population now use a smartphone<sup>3</sup>
- 20 billion apps will be downloaded by 2020 in the UK<sup>4</sup>

- In 2018 Nutricia Homeward Nurses conducted nearly 171,000 nursing interventions and over a third of nurse time was spent driving
- Question: ***“Could a proportion of nurse visits be conducted virtually if we had the correct technology in place?”***



#### References:

1. Stratton et al. BANS Report 2018, Home Enteral Tube Feeding (HETF) in Adults (2010-2015). BAPEN. 2018.
2. Office for National Statistics. [www.ons.gov.uk/businessindustryandtrade/itandinternetindustry/bulletins/internetusers/2018](http://www.ons.gov.uk/businessindustryandtrade/itandinternetindustry/bulletins/internetusers/2018)[11.12.18].
3. Consultancy.uk. [www.consultancy.uk/news/14113/uk-smartphone-penetration-continues-to-rise-to-85-of-adult-population](http://www.consultancy.uk/news/14113/uk-smartphone-penetration-continues-to-rise-to-85-of-adult-population)[11.12.18].
4. Statista. [www.statista.com/statistics/323740/number-of-apps-downloaded-uk-forecast/](http://www.statista.com/statistics/323740/number-of-apps-downloaded-uk-forecast/)[11.12.18].

# IMPROVING PATIENT COMMUNICATION USING TECHNOLOGY

## THE NUTRICIA HOMEWARD APP – WHAT DID WE DO?

- In 2018 we conducted an audit of nurse activity including driving time and a trial using “WhatsApp”
- We identified what was needed



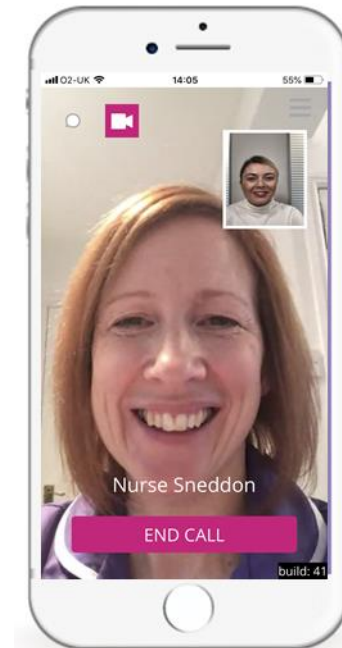
- Safe and secure method of communication
- Simple and easy to use
- Similar in touch/feel to other apps commonly used
- Video calling initiated by the nurse
- Pop up reminders/alerts
- Option to find more information if required

# IMPROVING PATIENT COMMUNICATION USING TECHNOLOGY

## THE NUTRICIA HOMEWARD APP – HOW WE IMPLEMENTED IT

- Trained all 150 nurses through a “train the trainer” programme
- Created a user guidance manual

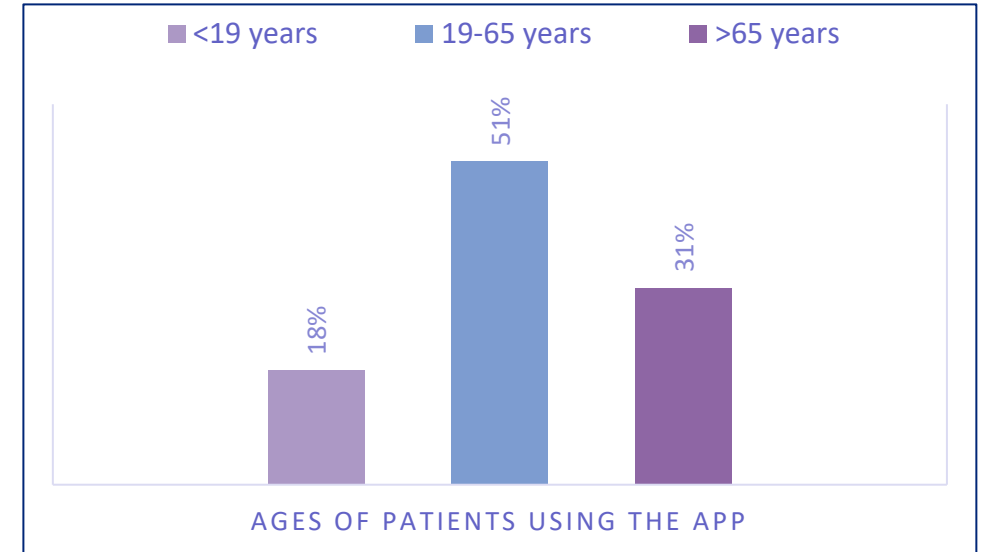
Multi media communication to HCPs and patients



# IMPROVING PATIENT COMMUNICATION USING TECHNOLOGY

## THE NUTRICIA HOMEWARD APP – THE IMPACT

- 2,431 App calls were made in 2019
- On average 167 hours per month of clinical time was made available due to removing driving time by using the App
- The most common reason for using the App (86%) was for emergency or trouble shooting advice
- 88% of patients and carers rated their App experience as 4 or 5 stars (84% rating it as 5 stars)



*“Awesome what a confidence boost. Just seeing the nurse face to face has a calming effect. Knowing I could connect if ever I needed advice or support. Thanks guys, you’re all so brilliant 🙌”*

*“Very good consultation, picture was clear as was the conversation. Very easy to navigate the App”*

*“Excellent, very helpful. My husband’s peg was bleeding and I was talked through this in a calm manner. This allowed me to deal with the situation. Thank you. If I could give 10 stars I would!”*

# IMPROVING PATIENT COMMUNICATION USING TECHNOLOGY

## THE NUTRICIA HOMEWARD APP – PATIENT EXPERIENCE

- Faster response
- Increased convenience
- Reassurance from a familiar face
- Support which has prevented hospital visits

### **Gastrostomy fed University student, early 20's**

*“The App was used in an outpatient clinic in the South East by the Nutricia Homeward Nurse and the Dietitian to conduct a regular tube review. This prevented the patient having to travel to clinic, waiting time in clinic and car parking charges. This patient now only needs to attend clinic twice a year rather than four times a year and can concentrate on her studies”*

### **Head and Neck cancer patient, mid 40's, gastrostomy fed**

*“It was the first working day after Easter and one of the Nutricia Homeward Nurses received a call from a patient worried about their gastrostomy site. After viewing the stoma site on the App, it was clear it was a granuloma rather than an infection. The time taken from initial call to diagnosis and recommendation of the correct treatment was just 20 minutes”*

## TOP TIPS AND THINGS WE LEARNT

- Some patients have very old phones
- Need to train teams on the basics of downloading Apps, checking settings and upgrading software to help support patients
- Peer to peer support through “champions” has been a great success
- Dedicated support to provide training, answer questions, arrange password resets is beneficial in the first few months
- Start the GDPR and DPIA documentation process early
- Continually encourage use and share success stories to encourage slower adopters



