



## Partnership Working to Improve the Experience

**Working together to initiate change to improve patient's experience**

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# NUTRICIA HOMEWARD

- UK's leading medical nutrition feed and service provider
- We support more than 29,000 home enterally fed patients every year across the UK
- We have a dedicated team of over 160 Nutricia Homeward Nurses



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

# WORKING TOGETHER

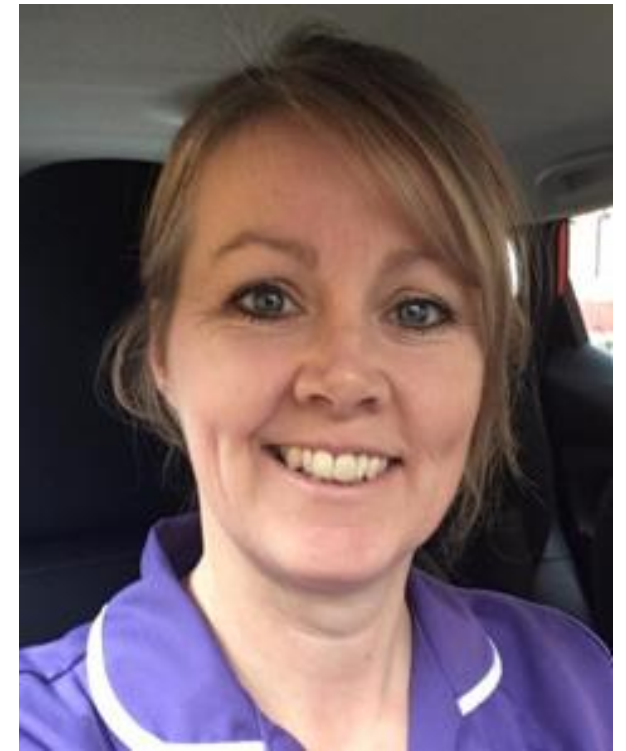
## Nutricia Homeward and East Kent Community Health NHS Foundation Trust

- Nutricia has worked in partnership with East Kent since 2006, providing a service to approximately 570 home enterally fed patients, approx. 100 of which are head and neck cancer patients
- It is common practice for head and neck cancer patients to have an enteral feeding tube such as a gastrostomy feeding tube placed at the start of treatment
- In East Kent, prior to this initiative, head and neck cancer patients received a delivery of all the equipment they might possibly need from Nutricia = 8 boxes and bags
- This often arrived prior to treatment starting and resulted in already anxious patients becoming even more concerned about the effects their treatment could have on their ability to eat and drink normally



## PARTNERSHIP WORKING

- Jo Riley, a Nutricia Homeward Nurse in East Kent realised that anxiety and negativity towards tube feeding was common in this group of patients, often prompted by this initial delivery
- After identifying the problem Jo worked with the local multidisciplinary team to find a solution
- Dietitians conducted an evaluation of their head and neck cancer patients over a 12 month period realising that only 10% of this patient group actually used an enteral feeding pump and associated equipment
- They agreed to change their process with immediate effect to better meet patient's needs



# WHAT A DIFFERENCE!



Before

Rather than receiving 8 boxes and bags of enteral tube feeding equipment they started to receive 8 - 60ml syringes and 8 - 5 ml syringes only

A significant reduction in equipment

If a decision was made to start tube feeding using an enteral feeding pump, Jo would be contacted to conduct training and a feeding pump is supplied



After

## THE OVERALL IMPACT

### Process

Identified a problem

An audit was undertaken

Multidisciplinary approach to  
find a solution

New practice was undertaken



### Outcome

Better experience for the  
patient

Reduced anxiety

Improved efficiencies

Reduced environmental  
impact

