

PATIENT SATISFACTION

Survey



January - June 2022

Nutricia Homeward is committed to making patients and healthcare professionals lives easier. In order to always provide the best care possible, we listen and act upon feedback. Patient feedback is collated through regular satisfaction surveys, this is an overview of 2022.

Introduction

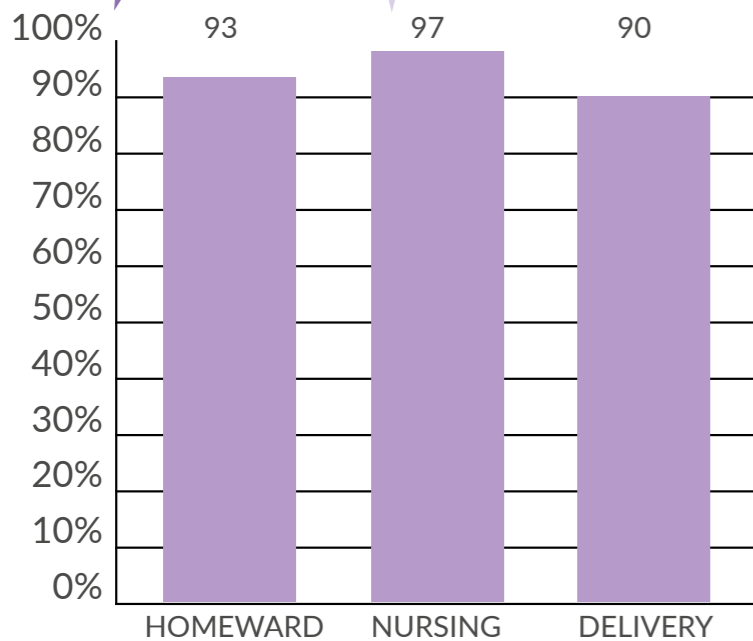
Maintaining our Best Care culture is very important to the entire Nutricia Homeward team. We want to make sure our patients receive the best service possible and all interactions throughout their Nutricia Homeward Journey are as positive as they can be.

Asking our patients to complete Patient Satisfaction Surveys helps us to understand what is working and what we can improve on so we can maintain a patient-centered service.

- Every new patient receives a patient satisfaction survey 6 weeks after their registration with the Nutricia Homeward Service.
- A second survey is sent when a patient has been with Nutricia Homeward for a year, this is subsequently followed by an annual survey on the anniversary of their registration.

“ Thank you to all of our patients who took the time to give us feedback last year. You have my commitment that I will continue to listen to feedback and make improvements to the service that you receive ”

CATHERINE SHAKESPEARE
Patient Services Director



4 OR 5 STARS IN 2022!

(5 being the maximum score)

*Awarded to the Nutricia Homeward Service

*42,391 surveys sent (a combination of new patient, metabolic and annual surveys).

*Of which 3,244 were returned

*Data presented is from January to June 2022

Customer Services

“ I REALLY ENJOY BEING A SENIOR COORDINATOR AND THE VARIETY THAT IT BRINGS EVERY DAY; NO DAY IS EVER THE SAME. WORKING CROSS FUNCTIONALLY WITH OUR PATIENTS AND HEALTHCARE PROFESSIONALS TO HELP WITH ANY ISSUES OR CONCERNS THAT THEY MAY HAVE REALLY GIVES YOU A SENSE OF JOB SATISFACTION ”

AMY
Senior Coordinator



“ YOUR NURSES AND GUYS WERE BRILLIANT, YOUR PHONE STAFF WERE BRILLIANT, YOUR DELIVERY SERVICE IS FIRST CLASS”
I FOUND THE COMPANY THAT DID ALL IT SAID IT WOULD, WASN'T LET DOWN IN ANY WAY ”

“ I HAVE ALWAYS FOUND NUTRICIA TO BE A HIGH QUALITY ORGANISATION WITH A HIGH LEVEL OF PROFESSIONALISM EVIDENT IN ASSISTANCE FROM STAFF. THIS IS CONSISTENT WHICH IS ALL THE MORE IMPORTANT ”

“ THE PERSON I SPOKE TO WAS VERY KNOWLEDGEABLE AND PATIENT WITH ME AS I HAD A FEW QUESTIONS REGARDING HOW THE ORDERING PROCESS WORKED. SHE WAS VERY FRIENDLY AND ANSWERED ALL THE QUERIES I HAD AND PUT MY MIND AT EASE BEFORE THE CALL FINISHED ”

“ VERY HELPFUL, KIND, NOT RUSHING YOU WHEN TALKING MAKING SURE EVERY THING IS SORTED, ESPECIALLY WHEN PROBLEMS ARISE. NICE WHEN YOU GET CALL BACK TO CHECK ON HOW THINGS ARE GOING ”



Tell us how we did when you spoke to Nutricia Homeward Customer Services on the phone.

OUR NUTRICIA CUSTOMER SERVICE TEAM SCORED 93%*

Nursing

“Knowing that our relationships with the NHS are benefiting our patients by keeping them out of hospital and in their place of choice, our Nutricia Homeward Nurses are able to ensure that their care is individual and bespoke as well as safe and effective. I am so proud of this service and the impact we have on the lives of our enteral patients”

ZOE WILKES
Regional Nurse Manager

“YOUR NURSES ARE PROFESSIONAL, KNOWLEDGEABLE AND KIND. THROUGHOUT MY ONGOING CANCER TREATMENT, THEY HAVE BEEN THE NICEST AND MOST REASSURING PEOPLE I HAVE DEALT WITH SO FAR”

“VERY FRIENDLY NURSE VISITED AND EXPLAINED EVERYTHING. I WAS VERY SCARED BUT FELT SO MUCH BETTER AFTER HER VISIT. KIND, PROFESSIONAL, FRIENDLY, REASSURING AND INFORMATIVE”

“THE NURSE WAS VERY SINCERE, KNOWLEDGEABLE AND ANSWERED ALL THE QUESTIONS I HAD REGARDING HOMEWARD”

“SHE IS JUST BRILLIANT. SHE TAUGHT US HOW TO USE THE TUBE, WAS PATIENT AND A GOOD TEACHER AND NURSE. SHE ALSO HELPED PROBLEM SOLVING ON THE PHONE. CANNOT IMPROVE.”

“I CAN'T FIND ANY FAULT IN THEM, VERY NICE PEOPLE ALWAYS HELPING IN MANY WAYS, CONFIDENT IN THEIR JOB”

“NOTHING IS A PROBLEM, WILLING TO HELP. HAVING THE NUTRICIA NURSE SAVES ME A TRIP TO THE HOSPITAL. GETS ON WELL WITH MY STAFF AND FAMILY. AN EXCELLENT SERVICE”

“VERY KNOWLEDGEABLE, USE OF PROTECTIVE EQUIPMENT, EASY TO TALK TO, PROFESSIONAL, EXCELLENT AND CONSISTENT AT EVERY VISIT”

If you were visited by your Nutricia Homeward Nurse, please tell us how we did.

OUR NUTRICIA HOMEWARD NURSING SERVICE SCORED 97%*





Deliveries

Tell us how we did when you received a delivery from us

OUR NUTRICIA HOMEWARD DRIVERS* SCORED 90%

“ DELIVERY MAN ALWAYS REALLY POLITE AND HELPFUL. ALWAYS DELIVERED IN ALLOCATED TIME SLOT ”

“ STAFF ALWAYS FRIENDLY AND VERY EFFICIENT. IF I AM NOT AT HOME, CARE IS TAKEN TO PLACE DELIVERY ITEMS IN A SAFE AND SECURE ENVIRONMENT ”

“ THE DELIVERY SERVICE WAS EXCELLENT. I RECEIVE A MESSAGE THE DAY BEFORE TO TELL ME IT HAD BEEN DESPACHED, AND A MESSAGE ON THE DAY TO GIVE ME A 1 HOUR TIME WINDOW AS TO WHEN IT WOULD ARRIVE ”

“ DRIVERS ALSO HAVE THAT CARING NATURE ABOUT THEM AS I THINK THEY UNDERSTAND THE IMPORTANCE OF WHAT THEY ARE DELIVERING ”

“ ALL THE DRIVERS THAT HAVE DELIVERED MY FOOD, EITHER NUTRICIA OR AN ALTERNATIVE COMPANY HAVE BEEN EFFICIENT, KEPT ME INFORMED AND UP-TO-DATE OF DELIVERY DATES AND TIMES - POLITE, FRIENDLY AND PROFESSIONAL. ALL STAFF ARE A CREDIT TO THEMSELVES AND THE COMPANY ”

FURTHER PATIENT Feedback

How likely are you to recommend the Nutricia Homeward services to friends and family if they needed similar care or treatment?

“ SUCH A PERSONAL SERVICE, ALWAYS DELIVERED ON TIME. NOTHING IS TOO MUCH TROUBLE, ALWAYS A CHAT TO ASK HOW WE ARE ”

“ NURSES ARE FANTASTIC AND THE HOMEWARD TEAM ARE HELPFUL WHEN YOU CONTACT THEM ”

“ TOOK THE STRESS OUT OF NEW ISSUES AND WENT SMOOTHLY FROM HOSPITAL TO HOME ”

“ TELEPHONE COMMUNICATION, STAFF ARE EXTREMELY HELPFUL IN EVERY WAY ”

“ YOU ARE HELPFUL, UNDERSTANDING AND VERY GOOD AT ALL THINGS REGARDING FEEDING AND EQUIPMENT ”



If you have questions regarding this edition of the Patient Satisfaction Survey, please email us at resourcecentre@nutricia.com



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