

Dear Patient or Carer,

We are writing to all people in Leeds who receive supplies for enteral feeding.

In recent months you may have noticed that some of your usual feeds or equipment were unavailable or in short supply.

We would like to apologise for any supply issues you may have experienced. These are due to a number of difficulties being faced worldwide, including the impact of the COVID-19 pandemic, the war in Ukraine and worldwide shortages of key ingredients required for some products. We can assure you that the supply issues are affecting people across the UK and are not due to the changeover to Nutricia of the enteral feed contract in Leeds. NHS England are working with the enteral feed suppliers to try to manage the situation, but we regret that the supply issues are likely to continue until next year.

Please have a read through some of the changes you may see:

- You may receive more regular, smaller deliveries than normal, some of these will be outside your normal delivery date.
- You may have more deliveries by our courier partner DPD who are able to deliver urgent packages.
- You may find you have split deliveries. This means ancillary items and medical nutrition may be delivered at different times.
- We may have to call you to do an additional stock check. This helps us check how much stock you have which is especially important when stock levels are low. If you receive a message to call us, please do your very best to return our call.
- If your usual feed/product is out of stock, you may also receive a call from your dietitian to discuss available options.

We understand that these changes may cause frustration, but they are needed to try to make sure you get the items you need for enteral feeding.

If the Nutricia Homeward team need to contact you about your deliveries, then you'll receive a call or text from this number: 03331 369488

If you have any queries or concerns related to any Nutricia Homeward delivery, please contact **Nutricia Homeward directly on 0333 1364475.**

USEFUL INFORMATION

Deliveries

For those deliveries made by our courier partner DPD, you can **download the DPD app** and update your specific delivery instructions [DPD on the App Store \(apple.com\)](https://www.apple.com/uk/app-store/1444444444)



Stock checking

It is important for Nutricia to know how much stock you have. Where possible, please use the on-line ordering system; this means that you don't need to wait for a call from the Nutricia Homeward team. The website is available 24 hrs a day, 7 days a week, so you can fill in the details at a time to suit you.

You can register for Homeward Online by visiting www.nutriciahomeward.co.uk and follow the instructions or ask your local Nutricia Homeward Nurse for support.

Yours faithfully,



Catherine Shakespeare, Nutricia Patient Services Director, SN for and on behalf of Nutricia Ltd.
In collaboration with Leeds Healthcare Trusts.

Working in partnership:

Leeds Community Healthcare NHS Trust

Leeds & York Partnership NHS Foundation Trust

Leeds Teaching Hospitals NHS Trust