

## EASTER BANK HOLIDAY

### FRIDAY 18 APRIL 2025 AND MONDAY 21 APRIL 2025

Due to UK Easter Bank Holidays, planned deliveries may arrive sooner. Your delivery confirmation text message will provide the exact delivery date.

- Deliveries originally scheduled with Nutricia Homeward for Friday 18 April will be delivered between Monday 14 and Thursday 18 April.
- Deliveries originally scheduled with Nutricia Homeward for Monday 21 April will be delivered on Saturday 19 April

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## NUTRICIA HOMEWARD PATIENT SERVICES TEAM

OPENING HOURS DURING THE EASTER PERIOD ARE AS FOLLOWS:

Friday 18 April 2025	CLOSED
Saturday 19 April 2025	09:00 – 13:00
Sunday 20 April 2025	CLOSED
Monday 21 April 2025	CLOSED
Tuesday 22 April	08:00 -20:00

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## OUT OF HOURS ADVICE LINE

Outside office hours, advice is available 24/7 on pumps, equipment and feeding tube problems (but not on individual deliveries) via our out of hours line:

**0800 093 3672.**

This service is operated by the Nutricia Homeward Nursing team, you can be assured you will be speaking with an experienced nurse who will try to resolve your issue. The aim of the service is to try and assist with any pump or tube related queries without you needing to contact 111, other NHS services, attend A&E or a walk-in centre, but there may be an occasion when your Homeward Nurse will advise this would be the right course of action.

Unfortunately, a nurse will not be able to come and visit you out of hours. However, if there is a need for a follow-up visit or call, your local Homeward Nurse will telephone you on the next working day to arrange this.

For more information on the Nutricia Homeward service, please visit our website:

[www.nutriciahomeward.co.uk](http://www.nutriciahomeward.co.uk)