


NUTRICIA HOMEWARD OUT OF HOURS ADVICE LINE 0800 093 3672



The Nutricia Homeward Out of Hours (OOH) Service is a telephone advice line, offering **CLINICAL** (nursing) support to patients and carers registered with Nutricia Homeward, when advice is required outside of normal working hours, giving access to the Nursing Service 24 hours a day, 365 days a year.

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.

WHEN SHOULD I CONTACT THE OUT OF HOURS ADVICE LINE?

If you require advice from a nurse regarding your pump or equipment, feeding tube or other nursing care issues relating to medical nutrition administration.

If you require a medical assessment please contact your out of hours GP.



CAN I CONTACT OUT OF HOURS IF I HAVE A DELIVERY/SUPPLY ISSUE?

Wherever possible please contact the Nutricia Homeward Customer Service team for stock or delivery enquiries. Outside of normal working hours contact the Out of Hours Advice Line and leave a message, someone will contact you on the next working day.

If you have an **URGENT** need you can speak to a nurse, but you may be advised to contact the NHS for urgent supplies if it is outside of normal working hours.



HOW DO I GET IN TOUCH WITH THE OUT OF HOURS ADVICE LINE?

You can contact us on 0800 093 3672.

The Out of Hours Advice Line is available outside working hours, over weekends, and on Bank Holidays.



WHAT HAPPENS THEN?

1. Your call will be answered by an automated answering service. If you require clinical advice you will be redirected to a nurse, who will call you back. Depending on the urgency of your query a nurse will return your call within 60 minutes.
2. When the nurse returns your call they will ask a number of questions, such as what type of tube you have. These questions will allow the nurse to answer your concerns to give you the appropriate safe advice.

WHAT SORT OF QUERIES WILL THE NURSE BE ABLE TO ADVISE ME ON?

The nurse will be able to assist you with pump issues. If it has been agreed with your managing healthcare professional and the criteria for an emergency pump has been met, they will order you a new pump if they are unable to resolve the problem.

The nurse can offer advice on problems with your tube, e.g. blockages or connector issues. They can also offer advice on clinical issues, such as concerns about the stoma site or related enteral feeding issues.



WHAT TYPE OF ADVICE WILL THE NURSE BE ABLE TO OFFER?

Some problems may be able to be resolved over the phone, e.g. an alarming pump or blocked feeding tube; however, if the issue requires further and immediate intervention you might be advised to seek a face to face assessment with your Out of Hours GP or District Nurse. If there is a significant concern you may be advised to attend hospital.

FREQUENTLY ASKED QUESTIONS

What information will the nurse need to be able to help me?

The nurse will ask for details about your query or concern, including your name, date of birth, address including post code, your past medical history and any medication you take or allergies you have where appropriate.

Why does the nurse need all this information?

It is essential the nurse has as much information as possible to give you the most appropriate advice, ensuring we maintain confidentiality and comply with GDPR regulations.



Will the nurse be able to come and visit from the out of hours service?

Unfortunately the nurse is not available to visit out of hours. However, there is always telephone advice available from a nurse during these times.

What do I do if I don't receive a phone call?

If you are concerned you have not received a call back within the given time please re-call the service and inform them you are still waiting. However, delays are rare.



Will my Homeward Nurse know about my contact with the Out of Hours Advice Line?

Yes, all telephone advice consultation notes are available to your Homeward Nurse, who will receive specific notification if the out of hours nurse feels you need a follow up from your Homeward Nurse.

You can, of course, also ring your Homeward Nurse during the next working day.

What if I am about to run out of supplies and it is outside of normal working hours?

For delivery/supply issues Nutricia Homeward are open from 08.00 to 20.00 Monday to Friday and 09.00 to 13.00 on Saturdays.

For emergency medical nutrition or giving sets outside of these hours, the Out of Hours Advice Line would usually direct you to your discharging hospital, district nurse or GP, who would need to write you a prescription.

Did you know you can now complete your monthly stock check online? There is a handy step-by-step guide to help you through the process — please visit nutriciahomeward.co.uk.

