

CALEA STATEMENT ON DELIVERIES OVER CHRISTMAS AND THE NEW YEAR

We have made changes to some patient deliveries in order to meet the additional demands presented by this year's Christmas and New Year bank holiday period.

To ensure all patients receive a constant supply, the usual smoothing process applied at this time of year was started earlier.

This meant that from 21 December 2020, patients who normally receive PN supplies of 10 days or more were moved to weekly – as opposed to fortnightly – delivery. You will receive your ancillaries with the PN bags as normal.

We will continue with planned overtime every week and the situation will be continually reviewed, but it is expected that weekly deliveries will remain in place until the end of January 2021.

Patients will be notified directly of any changes to their deliveries.

We apologise for any inconvenience caused by the extra split deliveries. The Covid-19 situation means we must constantly review our staffing levels to ensure the best possible service for all patients in the event of any increased absence.

Thank you for your understanding and support of this decision. If you have any questions about specific patient deliveries, please do not hesitate to contact us on 0800 1218300, which will go through to patient services 8.00am-6pm and the 24-hour advice line outside of these hours.