PINNT

Support and advocacy for people on home artificial nutrition

BAPEN

Exploring clinical and non-clinical waste from home nutritional care

PINNT Survey 2024

Authors

Mr Steven Pearson-Brown, RNutr. MSc. PINNT General Secretary
Mrs Carolyn Wheatley, MBE, PINNT Chair
Dr Emily Walters, Malnutrition Officer, BAPEN

Thanks go to all the respondents who shared their experiences. Without you this report would not have been possible.

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Enquiries to PINNT, PO Box 3126, Christchurch, Dorset BH23 2XS.

Details about PINNT can be found on www.pinnt.com

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PINNT
Support and advocacy for people on home artificial nutrition

PINNT
PO Box 3126
Christchurch
Dorset
BH23 2XS

www.pinnt.com

BAPEN

BAPEN Office
Spirella Building
Bridge Road
Letchworth Garden City
SG6 4ET

www.bapen.org.uk

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Abbreviations

BAPEN – British Association for Parenteral and Enteral Nutrition

HNS – Home Nutrition Support

HETF – Home Enteral Tube Feeding

HPS – Home Parenteral Support

ONS – Oral Nutritional Supplement

PINNT – Support and advocacy for people on home artificial nutrition

Executive summary

This report presents findings from a UK-wide survey conducted by PINNT and BAPEN's Malnutrition Officer on the sustainability of home nutrition support (HNS) as viewed by those receiving the treatment(s) and their family member(s)/carer(s). The survey, conducted between July and September 2024, gathered responses from 443 individuals receiving or caring for someone receiving Home Parenteral Support (HPS), Home Enteral Tube Feeding (HETF) and/or Oral Nutritional Supplements (ONS).

Key findings highlight significant issues with the delivery of prescribed products and ancillary items. Over 50% of respondents reported receiving incorrect deliveries at least once during the three-month survey period, leading to waste, disruption and frustration. There was a lack of clear guidance on clinical waste management and recycling, resulting in varied practices and confusion. Many respondents were actively repurposing HNS supplies for gardening, crafts, and personal care, indicating a desire to minimise waste.

The issues surrounding incorrect deliveries and waste led to feelings of anger, guilt, and distrust in homecare companies. Respondents experienced disruptions to their daily lives from experiencing incorrect or incomplete deliveries, which required multiple deliveries instead of the regular 1 a month or fortnight. This report recommends defining clinical and non-clinical waste, improving communication with homecare companies, auditing waste from incorrect deliveries, ensuring proper collection of incorrect/damaged items, and enhancing stock check processes. The findings underscore the need for improvements in the HNS supply chain to align with sustainability goals and improve patient experiences.

Based on our findings, we propose the following recommendations to improve the situation:

1. **Clear Definitions and Education:**
   - Collaborate to agree terminology of clinical and non-clinical waste for all types of Home Nutrition Support (HNS) treatments (HETF, HPS and ONS).
   - Educate individuals receiving HNS on what constitutes clinical and non-clinical waste and how to manage it appropriately.
   - Once agreed terminology is established, provide clearer guidance on what materials are suitable for recycling.
2. **Improved Communication with Homecare Companies:**
   - Work collaboratively with nutrition associations, homecare companies and commissioners to enhance communications between stakeholders and individuals receiving HNS.
3. **Waste Audit:**
   - Conduct an audit of waste generated from incorrect HNS deliveries to understand the extent of the problem and identify solutions.
4. **Handling Incorrect/Damaged Items:**
   - Home companies establish a safe and responsible process to collect and sustainably dispose of incorrect or damaged items (or items not requested) within a 48-hour window or at the individual's convenience.
   - Ensure that homecare companies, not the NHS, bear the cost of these incorrect deliveries, including the product, collection, and disposal.

5. **Enhanced Stock Check Processes:**
   - Improve stock check processes to help individuals manage their stock levels and prevent over or under-supplying.
   - Establish appropriate substitutions for when products are out of stock (where clinically appropriate), such as alternative flavours of ONS.
   - Regularly review the quantity and frequency of HNS prescribed and delivered especially for those receiving HETF.

PINNT members, individuals receiving HNS welcome further engagement to provide insight from the user perspective, for future consideration and changes which we hope will support appropriate and satisfactory changes for all concerned.

Plain English summary

Why we did this work

Most people would agree that healthcare needs to be sustainable. The NHS has targets to reduce its carbon footprint to net zero by 2045 [1]. This includes reducing the carbon emissions produced when providing healthcare as well as the NHS supply chain. This will need everyone delivering and supporting the NHS to make changes. These changes will affect those in receipt of HNS. There is little known about factors effecting sustainability of home nutrition support treatments in the UK. This knowledge is important if the NHS is to achieve its carbon emission targets.

Home nutrition support includes treatments to reduce the risk of malnutrition (undernutrition) and improve nutritional state. Treatments needing prescribed products are home parenteral support (HPS), home enteral tube feeding (HETF) and oral nutritional supplements (ONS). When used properly these are cost-effective ways of improving nutrition.

To our knowledge this is the first UK wide survey of the views of those requiring HNS on sustainability and HNS.

What did we do?

A survey was co-produced by PINNT and BAPEN's Malnutrition Officer. This was open between 16th July–6th September 2024 to include the UK's Home Artificial Nutrition week. It was shared online through PINNT and BAPEN networks and social media. Respondents were asked to share their experiences of factors affecting sustainability in HNS for a three-month period; May, June and July 2024.

What did we find out?

The issue of sustainability was a concern by many who responded to the survey, demonstrating a variety of key themes which cause concern. There were 443 people. The majority were individuals needing HNS (83%; n345). 17% (n70) were carers of a person needing such treatments including parents. 15% (n64) required more than one form of HNS with 56% (n233) receiving HPS, 50% (n208) needed HETF and 10.6% (n44) used ONS.

Supply of prescribed products and necessary ancillaries was raised, with many reporting issues with delivery/deliveries during the survey period. This resulted in increased deliveries, supply of items not requested/needed and missing or damaged items. Not only did this cause increase in actual delivery costs but also increases in demand on administration and clinical resources, much of which was felt to be preventable by the respondent and caused anger, frustration and feelings of guilt.

The generation of waste was a considerable concern for respondents, acknowledging the large amount of equipment, product and packaging involved in HNS. Whilst accepted that some of this is unavoidable due to infection control and other clinical needs, there was widespread confusion in what is and is not clinical waste versus what is general waste and what could be recycled. This confusion in those receiving these treatments, from the narrative, appears to be linked to conflicted message from healthcare professions, homecare company, local councils and hospital trust policy. There was also uncertainty raised over terminology with terms used interchangeably.

With the large number of items, individuals were finding other uses for them, repurposing non-clinical waste or unwanted/unneeded items. Common uses were gardening and general household use, arts and crafts and personal care (non-clinical), with many respondents reporting multiple uses for items. Of concern was the receipt of items not

wanted/needed by the individual on HNS, items which will have a cost to the NHS which could be avoided with better stock control and improvements in the supply of items.

What are the next steps?

The survey demonstrates a need for further research into these issues, covering the aspects identified. Additionally, there is a need for further collaboration with interested healthcare bodies to support addressing areas of information/education on what is clinical waste and practical waste management processes, including clearer information on packaging to demonstrate sustainable disposal.

It is also evident that communication needs improving around the availability and supply issues of prescribed products and ancillaries for the management of HNS, along with improvements/support of stock management by individuals on HNS to prevent the need for extra deliveries and over supply of items.

Background

The need for sustainable, evidence-based health care is well accepted. The NHS target is for net zero carbon emissions by 2045 [1]. This target includes emissions from the supply chain. Achievement of this will require changes in the delivery and support for NHS care. People receiving this will be impacted and may want to help the NHS be more sustainable.

Little is known about factors affecting sustainability of home nutrition support treatments within the UK. Further, we are not aware of any reported work looking into the experiences of individuals receiving these treatments, in the context of sustainability. This knowledge is important in helping the NHS achieve its carbon emissions target.

Home nutrition support (HNS) includes a range of treatments used to reduce the risk of malnutrition (undernutrition) and improve nutritional state. These treatments often require prescribed products such as home parenteral support (HPS), home enteral tube feeding (HETF) and oral nutritional supplements (ONS). To administer these prescribed products, ancillaries are necessary. It is these treatments which will be considered in this survey. When used appropriately these are proven effective treatments with significant cost savings reported in the literature. Improved nutritional state reduces the risk of commonly accepted complications of malnutrition including increased use of healthcare resources and hospital readmission, greater risk of infection, slower recovery, and healing [2–9].

Survey

To our knowledge this is the first UK-wide survey about sustainability and HNS. Importantly, this is described from the individual's perspective.

A survey was co-produced by PINNT and BAPEN's Malnutrition Officer to explore the experiences and opinions of the factors affecting sustainability of HNS. Experiences during 3 months prior to the publication of the survey (May–July 2024) were sought using tick box responses, comments and narratives. The survey was open between 16th July until 6th September 2024 to include the UK's Home Artificial Nutrition week. It was shared online through PINNT and BAPEN networks and social media. Respondents were informed how their anonymous data would be used, with agreement to this required before starting the survey.

Demographics of respondents

There were 443 responses to the survey responded to the survey. The majority were individuals needing HNS (83%; n345). 17% (n70) were carers of a person needing such treatments including parents. 15% (n64) required more than one form of HNS with 56% (n233) receiving HPS, 50% (n208) needed HETF and 10.6% (n44) used ONS.

Age

Figure 1 outlines the age distribution of those who responded, with almost one quarter of people on HNS aged between 51–60 years old (22.1%; n91), with a gradual rise to this age group, following by a gradual decline. This is subsequently broken down by treatment type in Figures 2 and 3, which you can see a

similar distribution for those on HPS, with almost 25% aged between 51–60 years old (21.9%; n51). HETF showed a slightly different distribution (Figure 3), with a similar peak in age group at 51–60 years (21.8%; n39), there was a smaller peak in the 21–30 age group (15.1%, n27) and a similar one at the 71–80-year-old group (14.5%; n26).

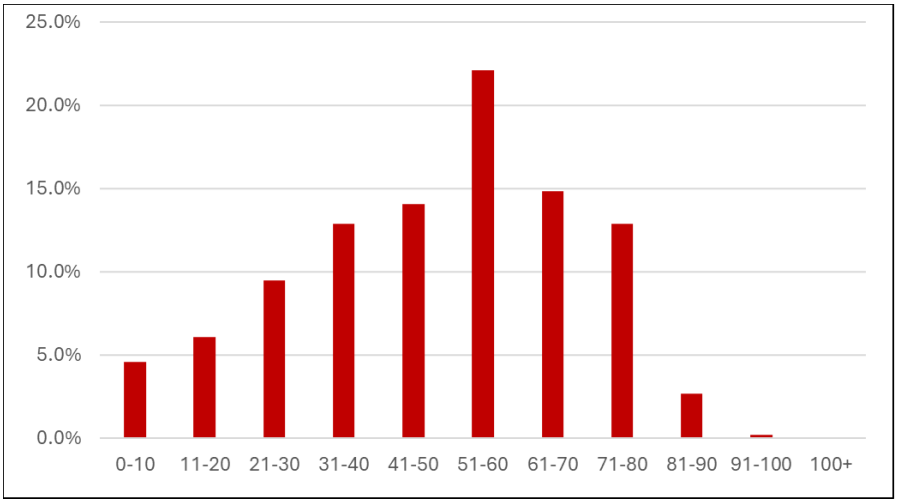

Figure 1: Percentage of individuals receiving HNS by age group.

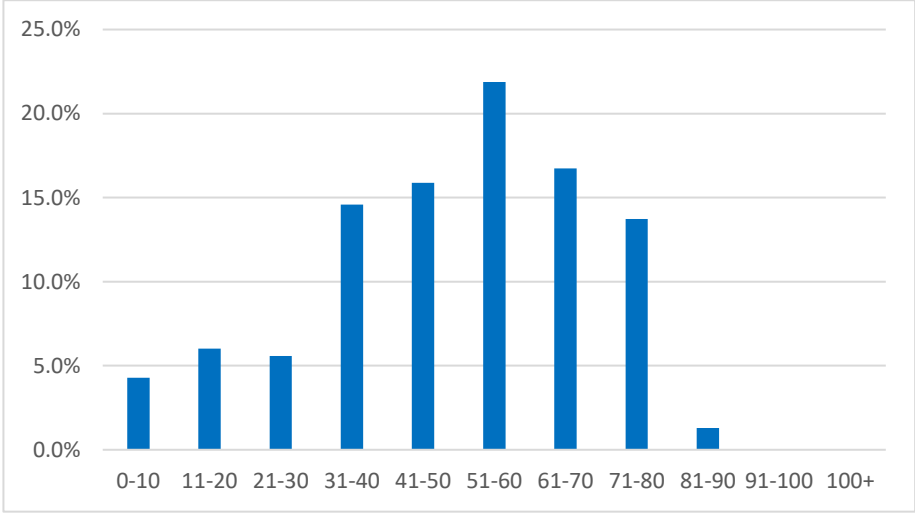

Figure 2: Percentage of individuals receiving PNS exclusively or as part of their HNS by age group.

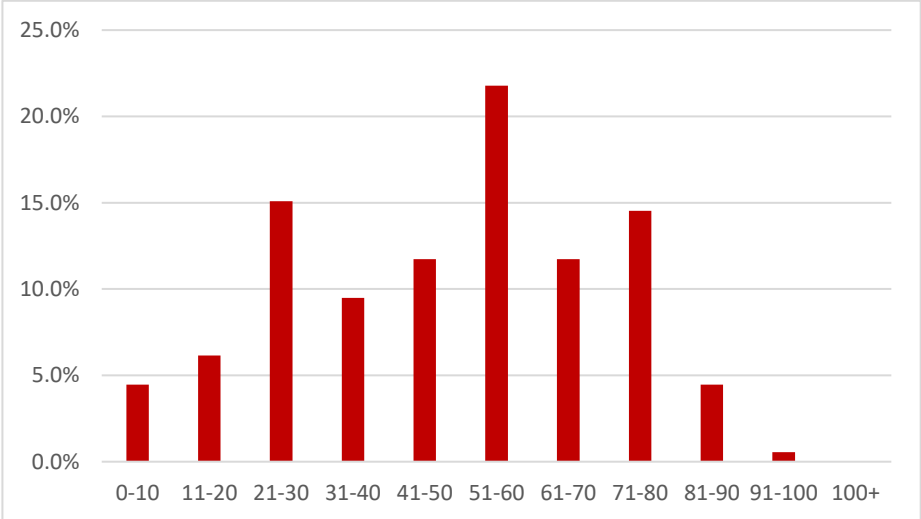

Figure 3: Percentage of individuals receiving HETF exclusively or as part of their HNS by age group.

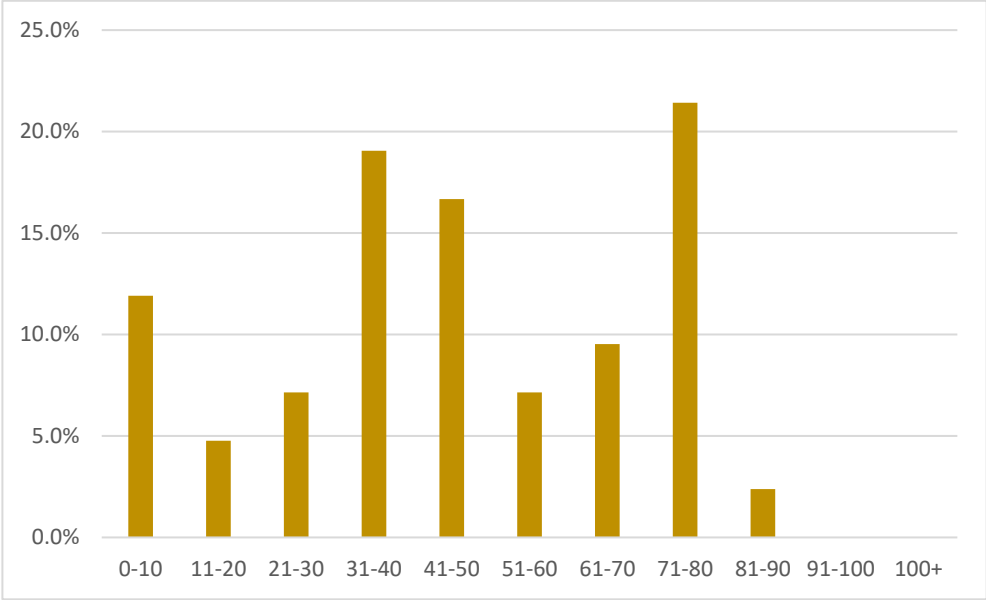

Figure 4: Percentage of individuals receiving ONS exclusively or as part of their HNS by age group.

Locality

Many respondents lived in England (91%; n376), with 4% (n18) in Scotland, 4% (n16) from Wales and 1% (n5) living in Northern Ireland. Of the 376 responses from people living in England, 5% (n20) were from Greater London, with most living in the South East (20%; n77), North West of England (17%; n63) and East Midlands (13%; n50) (Figure 5).

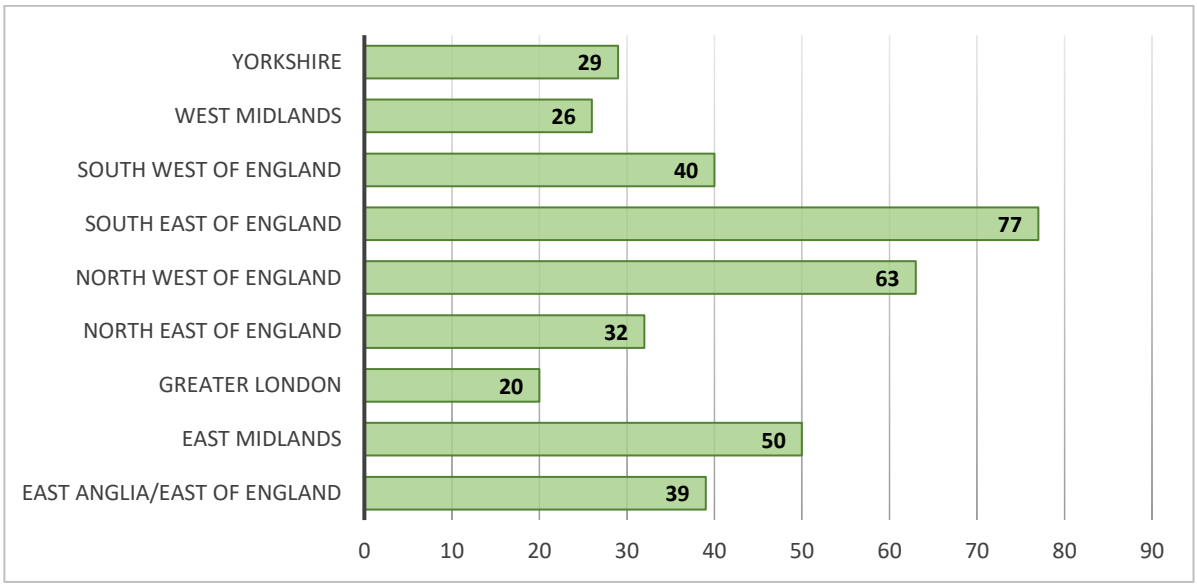

Figure 5: Number of individuals receiving HNS included in the survey by region within England.

Type of HNS

The type of nutritional support provided for individuals varies depending on their individual needs, which will include a clinical and non-clinical element. The respondents to the survey were found to utilise a variety of different nutritional support, meaning some were in receipt of one, two or all three different treatment types, which is illustrated in the Table 1 and Figure 6 below.

Table 1: Number of individuals requiring different types of HNS who responded to the survey.

Treatment	No. of individuals receiving HNS (Total respondents = 416)	% of individuals receiving HNS (Total respondents = 416)
HETF only	190	45.7%
HETF + PNS	23	5.5%
HETF + ONS	21	5.0%
HETF + ONS + PNS	6	1.4%
ONS only	3	0.7%
ONS + PNS	14	3.4%
PNS only	159	38.2%

We can see that most respondents were exclusively on HETF (46%; n190), with those exclusively on HPS (38%; n159) the second most common. 9.9% (n41) were using ONS with HETF and/or HPS (5.0%, n21, with HETF, 3.4%, n14 with HPS and 1.4%, n6 with both HPS and HETF). Only 0.7% (n3) were exclusively on ONS. 5.5% (n23) of respondents were using HETF and HPS.

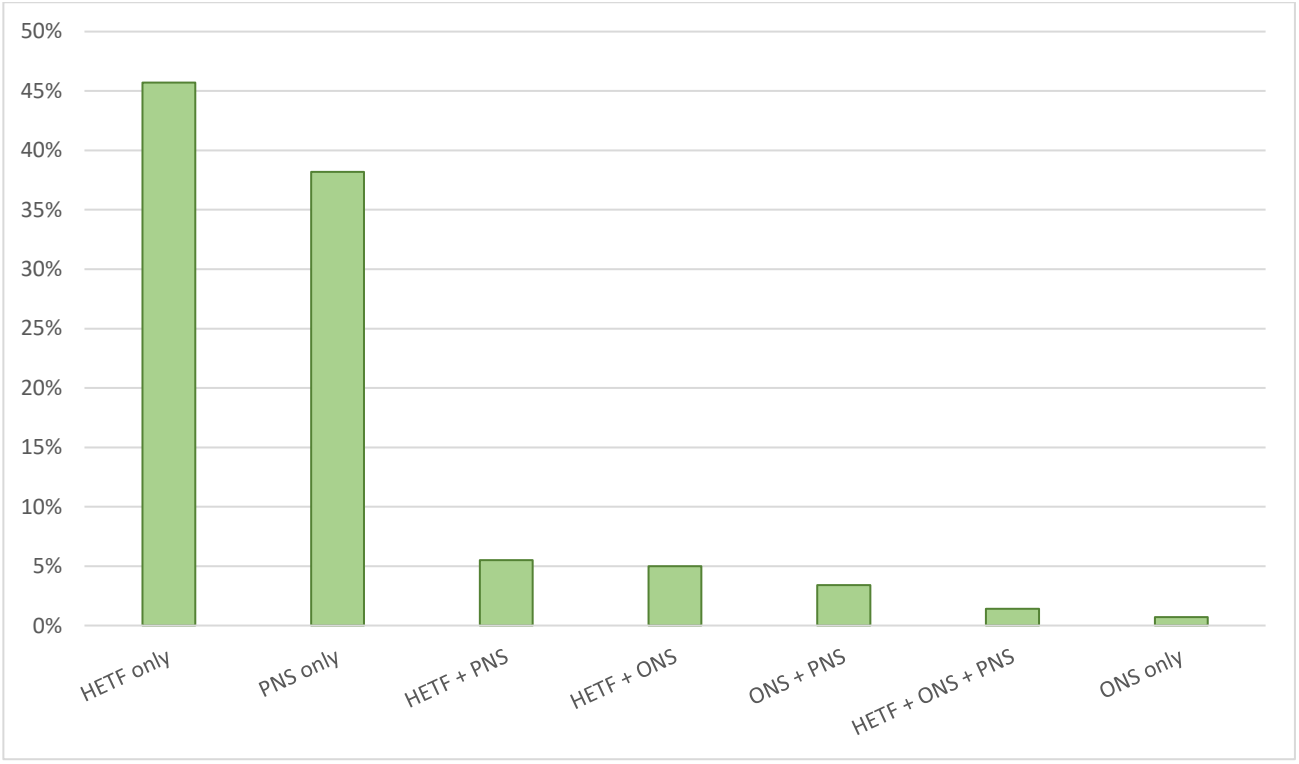

Figure 6: Percentage of individuals requiring HNS by treatment type.

Delivery of HNS prescribed products and ancillaries

From those who took part and responded to the questions about how they obtained their prescribed nutritional products and ancillaries there was a general collective in items being received from homecare companies directly (Figure 7).

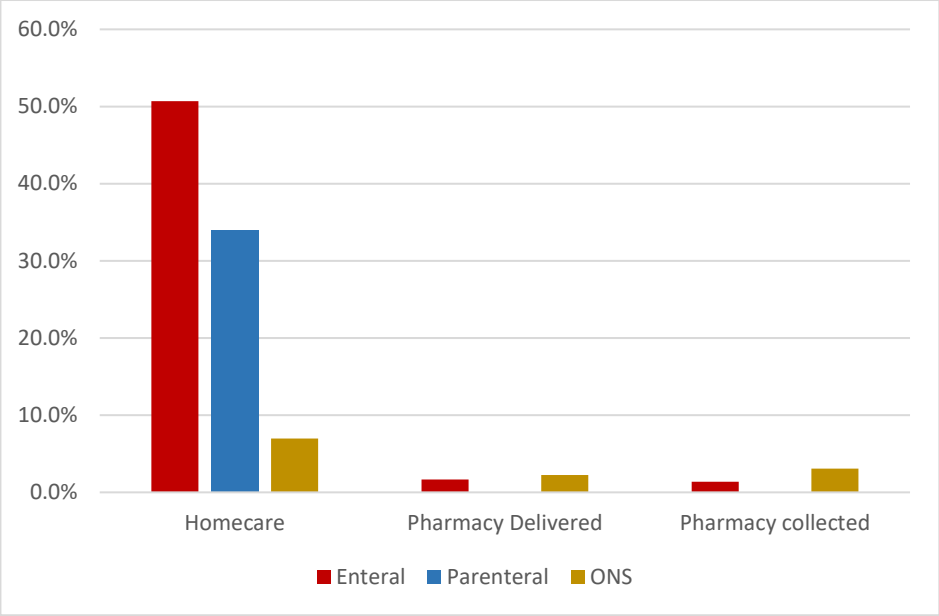

Figure 7: Delivery methods of the HNS prescribed products.

Of those respondents who are receiving HETF (exclusively or in combination with other nutritional treatments), 94.3% (n182) received their products from a homecare provider with only 3.1% (n6) and 2.6% (n5) receiving their products from a local pharmacy through either delivery or collection respectively (Figure 8).

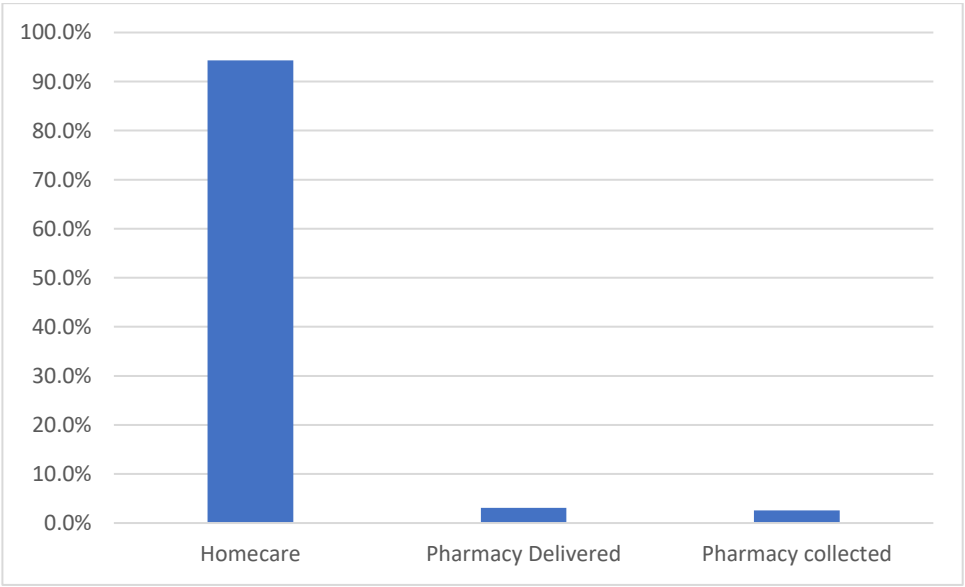

Figure 8: Delivery methods of prescribed products by those receiving HETF.

A similar picture was found for those receiving HPS, with 100% (n313) of those in receipt of this treatment obtaining their prescribed products and ancillaries from a homecare company. It was also identified that there were some individuals who were not sure where their products were sent from, or did not understand the terminology of a homecare company. 4.8% (n15) answered the question “Do you have your prescribed product(s) and ancillary item(s) delivered by a homecare company”, with “No – please explain below”. On review of the explanation(s), it was possible to identify that the prescribed product(s) and ancillary item(s) for HPS were delivered by a homecare company.

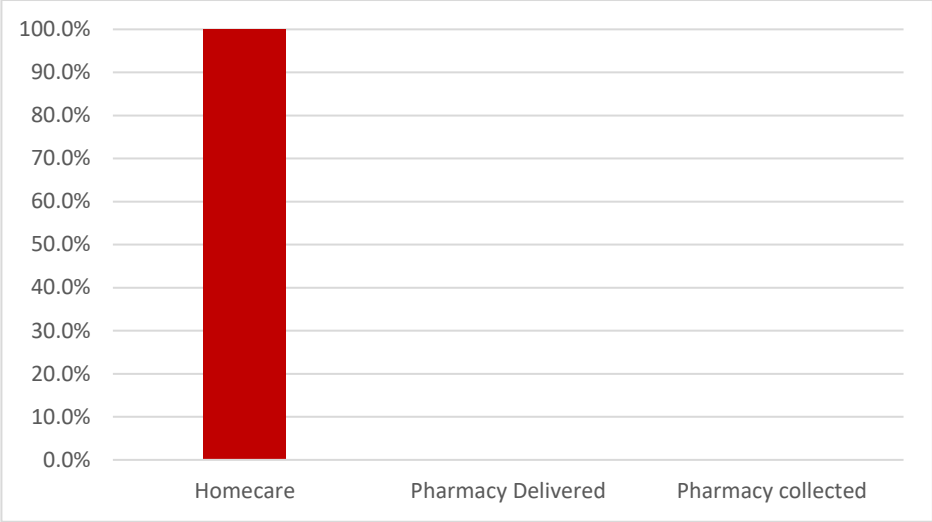

Figure 9: Delivery methods of prescribed products by those receiving HPS.

Obtaining ONS was a more varied picture with the majority obtaining this from a homecare company (56.8%; n25), compared to from a local pharmacy through delivery (18.2%; n8) or collection (25%; n11).

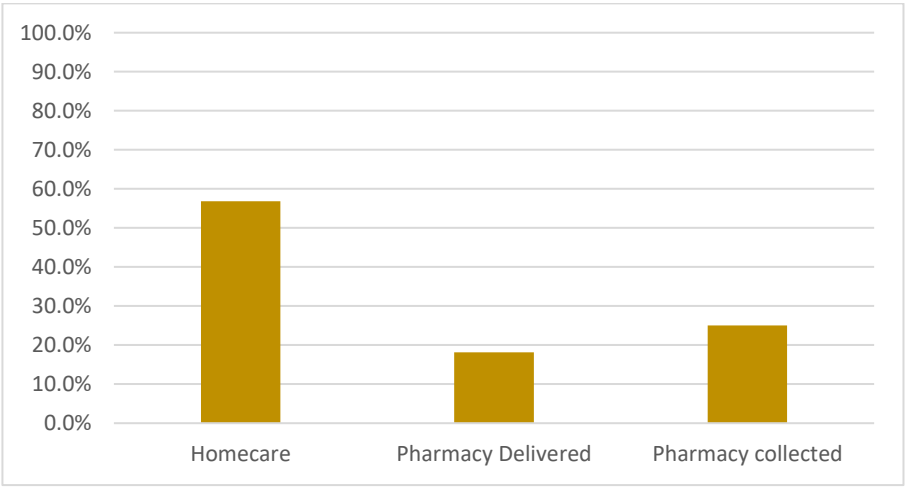

Figure 10: Delivery methods of prescribed products by those receiving ONS.

Delivery of HNS ancillaries

Respondents indicated that it was the homecare company who provides the necessary ancillary items (Table 2). With 99.5% (n204) of those on HETF having ancillaries delivered by a homecare company, and the remaining 0.5% (n1) being delivered by a local pharmacy. For those receiving PNS, 100% (n233) of the ancillaries required for this treatment were obtained from a homecare company.

Table 2: Supply of ancillary items by treatment type.

	HETF (Total responses 205)	**PNS (Total responses 233)**	**ONS (Total responses NA)**
Homecare	99.5% (n204)	100.0% (n233)	NA
Pharmacy delivered	0.5% (n1)	0.0% (n0)	NA
Pharmacy collected	NA	NA	NA

Factors affecting sustainability of home nutrition support

1. Prescribed products and ancillary items: "*Wrong feeds, wrong delivery, wrong place*"

This section talks about prescribed products and ancillary items. Prescribed products include parenteral nutrition, intravenous fluids, enteral feeds and oral nutritional supplements. Ancillary items support use of these treatments. These include giving sets, syringes, dressing packs and gloves, amongst others. Incorrectly prescribed products and ancillary items were commonly received, with 50% or more reporting at least one error during the 3-month survey period.

"Wrong feeds, wrong delivery, left in wrong place so had to be replaced as left on doorstep, not using that." (HETF respondent)

1.1. Prescribed products – parenteral nutrition, IV fluids, enteral feed, ONS

Correct delivery of prescribed products was poor, with 50% or less receiving the correct products for all three of the survey months (46% HPS, 49% HETF, 50% ONS). 54% of respondents reported at least one incorrect delivery of parenteral nutrition or IV fluids (Table 3).

Table 3: Supply of prescribed product – HPS (May–July 2024).

Frequency of correct product delivered	HPS (Total response 245)
Every delivery correct	46% (n112)
Most deliveries correct	36% (n87)
Some deliveries correct	17% (n41)
None of the deliveries correct	2% (n5)

HETF and ONS prescribed products had similar errors, with 51% and 50%, respectively, reporting at least one incorrect delivery during the 3-month period (Table 4).

Table 4: Supply of prescribed products – HETF and ONS (May–July 2024).

Issue identified	HETF (Total response 187)	ONS (Total response 115)
Correct product	49% (n87)	50% (n57)
Damaged product	9% (n17)	4% (n5)
Incorrect flavour	n/a	10% (n11)
Incorrect product sent	3% (n6)	3% (n3)
Incorrect size	9% (n16)	n/a
Supply problem of product	16% (n29)	10% (n11)
Other	11.8% (n22)	18% (n21)

Reviewing the issues which respondents experienced 16% (n29) and 10% (n11) with HETF and ONS, respectively, were the direct result of supply problems with their usual item(s) (Table 4). When items were received for HETF, the incorrect size (9%, n16) and damaged products (9%, n17) were the second most

identified issue. Of those receiving ONS, 10% (n11) stated the wrong flavour was received, which is likely to impact the compliance of the individual with their ONS regime.

"Some stock was not available, so had to switch feed, another time it came later." (HETF respondent)

Added to this is the observation that communication can be poor in relation to shortages.

"Delivery company are not very pro-active when it comes to notifying us of shortages. Normally the first we know is when an order arrives without expected items." (HETF respondent)

1.2. Ancillary items

Significant problems with receiving the correct ancillary item(s) were described by 47% (n89) and 65% (n157) of those requiring HETF and HPS, respectively, who encountered some incorrect deliveries in the survey period.

"The deliveries have been very inconsistent for a few months with stuff missing e.g. stat locks, tpn packs." (HPS respondent)

Table 5 demonstrates that whilst 53% (n101) of those on HETF had the correct item(s) delivered each time within the 3-month period, only 35% (n83) on HPS did in the same period.

Table 5: Supply of ancillary items for HPS and HETF (May–July 2024).

Frequency of correct product delivered	HPS (Total response 240)	HETF (Total response 190)
Every delivery correct	35% (n83)	53% (n101)
Most deliveries correct	39% (n93)	31% (n59)
Some deliveries correct	22% (n53)	15% (n28)
None of the deliveries correct	4% (n11)	1% (n2)

A mismatch between orders and delivered prescribed products and ancillary items is reflected in a simple comment below.

"Don't always get what we ordered." (HPS respondent)

20% (n37) of those using HETF received too much prescribed enteral feed, whilst 18% (n33) reported receiving too little. Even when respondents requested smaller amounts to manage, for example when weaning from an enteral feed, this was ignored.

"Sent 60 bottles when I ordered 12 – just as child was stopping this feed so all went to waste." (HETF respondent)

Prescribed products or ancillary items no longer used or required were also being delivered.

"Received bottles of an ONS that haven't used for over a year so not required. Told could not return even though still in original crate." (ONS respondent)

"Missing items, too many items, items weren't ordered including some items which should no longer be on ancils list every order!" (HPS respondent)

This apparent mismatch between requested prescribed products and ancillary items and those delivered led one respondent to conclude that:

"…warehouse operatives cannot count; numeracy and literacy are rare talents." (HPS respondent)

2. Understanding waste management – "*No one has ever explained*"

Respondents were asked if they had clinical waste because of their home nutrition support. 3.4% (n13) being unsure whilst 47.4% (n184) using HPS and 28.1% using HETF stated they had clinical waste (Figure 11).

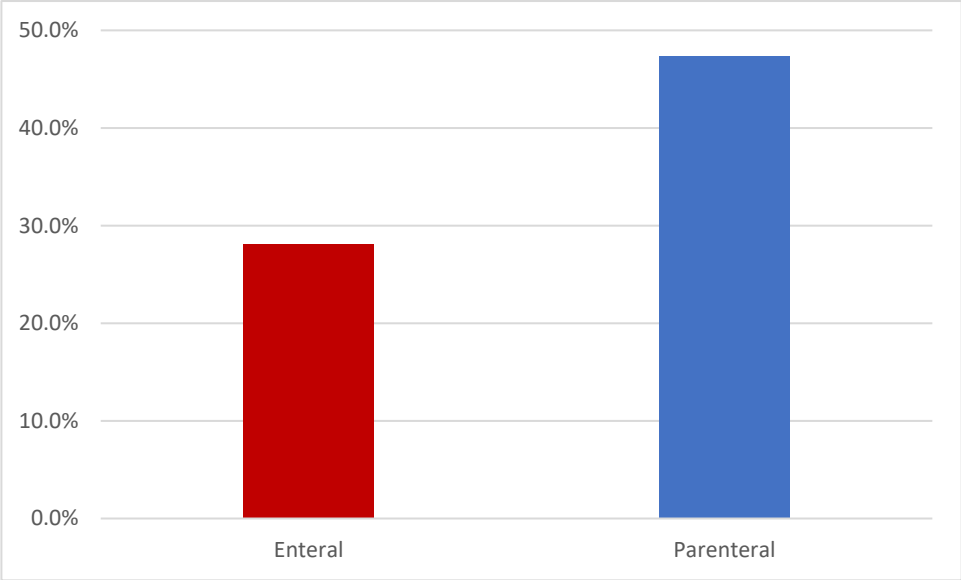

Figure 11: Respondents who stated they had clinical waste as part of their home nutrition support.

2.1. What is clinical waste?

Respondents' understanding of what constitutes clinical waste was mixed, with lack of explanation a common problem.

"No-one has ever explained what is and isn't clinical waste. So just goes in general waste." (HPS & HETF respondent)

"Initially it was mentioned in respect of home care but then I realised I didn't have any, but people still talked about clinical waste which the packaging and boxes are not, inconsistent terminology used by all concerned." (HETF respondent)

Uncertainty amongst respondents as to what constituted clinical waste and recycling was particularly an issue for those on HETF and HPS.

"Not sure if dressings for my JEJ should count as clinical waste?" (HETF respondent)

2.2. Lack of advice

Few respondents (Table 6) recalled receiving advice on recycling of non-clinical waste and felt they only received this on direct questioning.

"I asked them as nothing about it (recycling) in any of the booklets I was given. They told me I could recycle the plastic syringes (after I have used them for a week) and the plastic bottles of feed if I wash them out after use. They said I couldn't recycle the used giving sets. I wasn't given advice on the oral supplements, but I wash them out and recycle them." (HETF & ONS respondent)

Table 6: Advice received on recycling non-clinical waste by treatment type.

Received advice	Treatment type	Percentage of respondents (Total responses 454)
Yes	Enteral	7.7% (n35)
	Parenteral	6.4% (n29)
	ONS	0.7% (n3)
No	Enteral	33.0% (n150)
	Parenteral	44.1% (n200)
	ONS	8.1% (n37)

Specific advice was lacking for most respondents on what to do with waste or recycling. Frustration was expressed at not being able to find out more.

"No advice at all!" (HETF & ONS respondent)

"Everyone I have spoken to about it has been unable to answer that question." (HPS respondent)

"Promised info on this 9 years ago and its never happened. I've given up asking." (HPS & HETF respondent)

When information was provided, discrepancies were noted resulting in lack of consistent information.

"There is a lack of consistency with information from hospital guys and the homecare company." (HPS respondent)

"Healthcare team seem to know little about the homecare processes in general." (HETF respondent)

Some felt information about recycling was also lacking on home nutrition support products or packaging, although some identified symbols and followed those as a guide, highlighting a potential lack of consistency across products.

"No recycling details on any of the packaging – giving set packaging, syringe packaging, enteral feed bag." (HETF respondent)

"I go by the symbol on the bottles of feed." (HETF respondent)

"Ensure item is triangle marked. Thoroughly wash and place in recycling. Anything not triangle marked place in general refuse." (HETF respondent)

2.3. Variation in practice

There was wide variation in how waste was disposed of, with some advice including putting everything into general waste,

"I use general waste though as advised by the home care nurses." (HPS respondent)

"We were told to put everything in black bag double bag it and put in general waste bin." (HETF respondent)

some to place items for recycling,

"I was told to rinse out bottles and syringes and recycle them. I was told giving sets are not recyclable." (HETF respondent)

and some to discard as clinical waste.

"I was told to put everything in clinical waste." (HPS respondent)

At the extreme end was placement of all HPS products being placed in a sharps bin:

"I have a 60L yellow sharps bins which ALL parenteral waste products go in." (HPS respondent)

Others did not trust the advice given and made their own decisions.

"I was told that the giving set was clinical waste as it went into the feed and was connected to me, but it's not contaminated. I put in household waste but there are mixed messages from people." (HETF respondent)

A few respondents contacted their local council for advice on waste disposal with varying results including no advice or help.

"No advice given from health care. No options from local council other than general waste." (HPS respondent)

"Was not given any advice and the council did not give info!" (HETF & ONS)

Some were provided with additional bins from their council:

"The council has given us an extra bin because of the amount of clinical waste." (HPS respondent)

"I have a medical bin supplied by local council." (HETF respondent)

Others were given support with collection of clinical waste:

"I would like to put in our general waste so applied for a larger wheelie bin because of the volume we were turned down by council but told we could have the weekly clinical waste service this costs a lot more is bad for the environment smells because is just in a bag out the front of the house when we could have just had a bigger normal bin." (HPS respondent)

To establish if there were any general patterns in the advice that individuals had been told, survey respondents were presented with some options regarding managing clinical waste as shown in Table 7.

Table 7: Methods of disposal of clinical waste by respondents

What have you been told to do with your clinical waste? (select all the apply)	**Response (Total responses 496)**
No advice about clinical waste disposal	19.9% (n77)
Place into a bag and put into my household waste	41.5% (n161)
I use the council's clinical waste bags which they collect	7.5% (n29)
I use clinical waste bags from homecare company, who then collect	12.1% (n47)
Put needles and sharps in a 'sharps bin'	36.6% (n142)
Other – Please tell us more	10.3% (n40)

"While the feed bags may not be clinical waste it is good to have homecare company take them away as they would take a large part of our home rubbish bin." (HPS respondent)

"Just that the supplier will collect." (HPS respondent)

"Told to return waste to the homecare company – but I recycle what I can e.g. the cardboard. Delivery company told me only last week that they should take away carboard boxes." (HPS respondent)

Local councils provided support for waste management for a few respondents.

"We had some one from the council come to our house to look at our TPN waste and talk through what could be recycled. This was because we asked for an extra household waste bin and an extra paper recycling bin." (HPS & HETF respondent)

3. Waste management – *"I recycle what I can"*

17.8% (n67) of those receiving HNS in the survey had received information about recycling of non-clinical waste. Of those who received this information, 9.3% (n35) of those were receiving HETF, 7.7% (n29) were receiving HPS and 0.8% (n3) receiving ONS.

When considering the percentage of respondents by type of HNS, almost a fifth of those using HETF (19%; n35) had received such information whilst only 8% (n3) using ONS and 13% (n30) on HPS had received such advice (Figure 12).

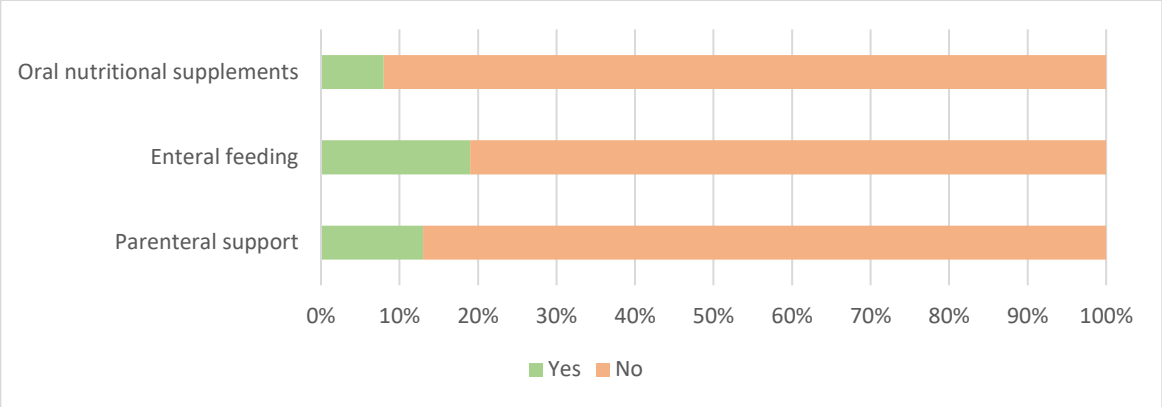

Figure 12: Percentage of respondents receiving advice for recycling of non-clinical waste by HNS.

Whilst advice and information were lacking, many respondents were keen to make sustainable choices about waste management.

> *"I just recycle what I think I can and everything else goes into general. I have always put my used feeding sets and syringes into the black bin (Household non-recyclable waste) and I wash out all my empty feed bottles and put them in my plastic and metal recycling bin." (HETF & ONS respondent)*

> *"No consideration has been given to this matter; in hospital it gets dumped too. It's a real concern for me." (HPS respondent)*

This included recycling washed-out bottles and plastics, cardboard boxes, paper, packaging and plastic trays.

> *"Recycle what I can, syringes, empty…bottles, rinse bottles and put in normal recycling." (HETF & ONS respondent)*

Some made decision about recycling even without any advice.

> *"No advice about recycling. But we recycle all non-surgically used packaging." (HPS respondent)*

4. Repurposing waste: *"Syringes have many uses in our family"*

Many respondents, 32.5% (n144) reported repurposing one or more items provided for their HNS. As shown in Table 8, there were three broad categories identified: gardening and household, arts and crafts, and personal care. Several respondents who stated they repurposed items did so for multiple purposes.

Table 8: Number of respondents repurposing items by category.

Repurposed reason	Number repurposing items (Total respondents 236)	% repurposing items (Total respondents 236)
Gardening & Household	119	50.4%
Arts and crafts	74	31.4%
Personal care	43	18.2%

4.1. Gardening and household

50.4% (n119) of respondents who repurposed items from their HNS, stated that these were used for gardening and in the management of the home, with multiple uses found for items as outlined in the responses received.

"Wash out decanter bags fill with water hang on fence and drip feed plant pots." (HETF respondent)

"Use sterile pack trays for greenhouse plants as a base tray." (HPS respondent)

"…gardening, refilling car radiators and windscreens. Syringes have many uses in our family (without needles)." (HPS & HETF respondent)

"…and gloves from dressing pack for housework." (HPS & HETF respondent)

"Syringes for basting (cooking), artwork, woodwork. Plastic bags used as rubbish bins, to marinate foods, as freezer bags. Gloves used for all sorts of messy chores." (HETF respondent)

"Used syringes (after they have been used for the safe number of days) – useful for hydrating plants in hot weather." (HPS respondent)

"I use waste water syringes for maintenance in my reef aquarium (dosing supplements)." (HETF respondent)

4.2. Arts and crafts

A common repurposing use was for arts and crafts, with 31.4% (n74) of respondents who repurposed items stating that they repurposed items for this purpose, some of which was used within the respondent's home, with family or given to local groups or schools.

"Give to scouts for crafts." (HPS respondent)

"Gave to local guides centre for paint pots." (HPS & HETF respondent)

"Old syringes are passed over to friends and nurseries for water play." (HPS respondent)

"Non used syringes go to my school for maths work." (HETF respondent)

"Use plastic pots and spare gauze from dressing packs for craft's" (HPS & HETF respondent)

"I allow my children to play with enteral syringes (Enfit not sharps) provided they've only been used for water." (HETF respondent)

"I reuse my ziplocks for everything (and my friends ask for ziplocks). I give away the plastic trays and blue sheets via Facebook to local schools, childminders etc. to use for when doing messy play/painting as I don't use all of the ones that come in the pack and it's such a waste. They get used that way. We all love our ziplocks!" (HPS respondent)

"Any items not used, such as gloves that aren't sterile, I donate to local scout group." (HPS & HETF respondent)

4.3. Personal care

Interestingly, 18.2% (n43) of respondents who repurposed items stated they were used for personal care and care of other treatments, including stoma care, make-up removal and first aid.

4.3.1 Stoma care

"Use any unused gauze from sterile packs as dry wipes for stoma bag changes." (HPS & HETF respondent)

"Dressing pack used when changing my stoma bag." (HPS respondent)

"I use the unused swabs and sterile fields in dressing pack as stoma care supplies." (HPS respondent)

"Use pots from sterile packs to hold water for stoma bag changes." (HPS & HETF respondent)

4.3.2 Make-up removal

"Use cotton wool balls for cleansing and makeup removal." (HPS respondent)

"I save my cotton wool balls (not used) for a friend who uses them to remove her makeup." (HPS respondent)

"Cotton wool balls remove makeup." (HPS respondent)

"I use the spare gauze from the dressing packs to take of nail polish and use for specific skincare products." (HPS respondent)

4.3.3 First aid

"Dressings are useful for first aid and wound cover." (HPS respondent)

"We repurpose the gloves, gauze and paper towels … gauze is used for other medical things." (HPS & HETF & ONS respondent)

"I use the spare gauze from the dressing packs on my daughter/cat when their eyes need cleaning." (HPS respondent)

5. Impact on patients and carers – "…breaking point with feed and feed deliveries" (HETF)

The respondents outlined that there were multiple factors which impact them due to the waste generated from HNS, which could be categorised into specific themes: anger and guilt at the avoidable waste, disruption to life, feed deliveries, and reaching breaking point with feed and feed deliveries.

5.1 Anger and guilt at the avoidable waste

The respondents expressed that feelings of guilt and anger were common, with many respondents outlining their guilt over the amount of waste which is generated from their HNS, as well as the waste of resources (money) due to errors made within the supply chain.

"…it infuriates me that so much goes to waste because of mistakes." (HPS respondent)

"It makes me feel cross that my NHS trust is having to pay so much to the homecare company who's wasting precious money and funds on sending too much or the wrong items so often. And I often feel guilty regarding how much I have to throw away, even though it's not my fault." (HPS respondent)

"…a huge amount of waste with enteral feed, terrible for environment and waste of money." (HETF respondent)

"It's really disappointing the amount of supplies that are wasted and the cost of this." (HPS & ONS respondent)

"…sometimes my usual monthly delivery is delivered in 3 or 4 batches throughout the day which is again bad for the environment." (HETF respondent)

"I have asked as there is so much of it. The council begrudge extra bin for what they call household rubbish, so much waste it concerns me. Worry when people talk about it as those on the feeds need it, don't want it but feel guilty when the issues are raised." (HETF respondent)

"It's so dehumanising xxx it has added significantly to my stress and mental health problems that at any given time I am trying to figure out what the hell to do with all this rubbish." (HETF respondent)

"Often sending 1000ml bottles as no 500ml bottles available." (HETF respondent)

From reviewing the responses there were mixed comments regarding what to do with incorrect or damaged items that were received (including ancillaries and prescribed products). 31.8% (n54) were told to dispose of the items in their household waste, 17.6% (n30) and 26.5% (n45) had the item(s) collected by the enteral or parenteral company, respectively, and 24.1% (n41) were not given any specific advice.

"Try to retain them in case they're used but know excess might go to waste if not used by expiry." (HPS respondent)

"We were told to throw it in household waste but weren't happy with this. The company then said they would collect it but that's yet to happen." (HETF respondent)

"Told could use out of date parenteral feed diluted as a plant fertilizer." (HPS respondent)

"I informed the hospital, but nothing was done so 6 months later I took the damaged sterile item to my consultant appointment and showed them they then took it to a meeting. 2

months later still no changed to packing made but been told there is something in the pipeline!" (HPS respondent)

"A huge amount of waste with enteral feed, terrible for environment and waste of money. feed companies should be able to reuse untouched feed. They also need to action patients requests when not wanting certain items." (HETF respondent)

5.2 Disruption to life

Of those who responded, 37% (n349) needed additional deliveries because of incorrect prescribed product or ancillary item delivery or damaged products. 22% (n77) were receiving HPS, 13% (n44) had HETF and 6% (n2) used ONS.

An impact to living space and the ability to leave the home were raised by many respondents.

"…it comes over 4 separate deliveries over 4 days disrupting life commitments." (HPS & HETF, in relation to HETF deliveries)

"...sometimes my usual monthly delivery is delivered in 3 or 4 batches throughout the day which is again bad for the environment and an inconvenience to the person receiving the delivery as we have to stay in the house and just assume more will come." (HETF respondent)

"Enteral deliveries have been dreadful for months. I can get up to three separate deliveries on my delivery day, or the delivery simply doesn't arrive." (HETF respondent)

"Sent order in three parts, weeks apart due to stock issues." (HETF respondent)

"Being able to leave the house…" (HPS respondent)

"Every month I have to decant [enteral feed] into a flexitainer because they don't have a litre bottle…They don't realise how much extra storage and space it required plus the flexitainer is too big for the rucksack." (HETF respondent)

"Stock levels seem to be a problem on ancillaries. Quality issues on compounded bags happen but it's a pain when I have to be home for another delivery." (HPS respondent)

5.3 Breaking point with feed and ancillary deliveries

As seen in Table 3 and Table 4, incorrect deliveries were a significant problem for respondents, with 44.4% (n51) of those receiving ONS, 54.3% (n133) of those receiving HPS and 53.5% (n100) of those receiving HETF, stating they experienced incorrect deliveries in the last three months.

"I have got to breaking point with feed and feed deliveries on many occasions with them not sending the feed." (HETF respondent)

"Parenteral deliveries have been dreadful over the past month. They never arrive in the delivery window, and I've gone from fortnight to weekly deliveries." (HPS respondent)

"Some of my ONS had supply issues and an alternative was not provided. I have also had damaged items because the deliveries from my company come over multiple … and so they get left outside and if it is raining the boxes get wet and damaged – they are just cardboard boxes with paper sachets inside for some of them so they do not stay dry well." (ONS & HETF respondent)

"I recently had someone drive virtually the length of the country to provide missing dressings! Surely, they could have been sent out on a routine delivery the next day." (HPS respondent)

5.4 Unable to trust the company

When asked about how respondents dealt with issues when they arose (Table 9), 70.8% (n235) said that they emailed or spoke to their company, 3.6% (n12) spoke or emailed their local pharmacy and 21.4% (n71) spoke to or emailed their clinical team and 4.2% (n14) just ignored the issue.

Table 9: How respondents raised the error with delivery

How issue was raised	Number (Total respondents)	Percentage (Total respondent 332)
Spoke to or emailed the company	235	70.8%
Spoke to or emailed the local pharmacy	12	3.6%
Spoke to or emailed my clinical team	71	21.4%
Ignored it	14	4.2%

"After consistently misdelivering to me, I now have absolutely zero trust in my homecare company to be able to deliver anything to me as planned. That includes parenteral fluids or the ancillary items I require. There is nothing I can rely on them to safely achieve." (HEFT respondent)

"Homecare company has become diabolical since closing xxxxx offices. Multiple wrong deliveries of both tpn and ancils. Get too much stock we have not asked for or nothing at all." (HPS respondent)

"[Homecare company] used to deliver everything using their own drivers, but now they use [courier] and it's always split/delayed deliveries." (HETF respondent)

"…when stuff was missing would call the company and missing stuff would be delivered next day but then stuff would more than likely still be missing resulting in 3 maybe 4 deliveries in a week." (HPS respondent)

"Some incorrect ancillaries have been accepted back by the supplier. Over-delivery of Multi Chamber bags seemed to be ignored." (HPS respondent)

"I have run out of stock completely and had to go 4 days without which I feel is unfair when it's the only way to survive." (HETF respondent)

It was evident that a mismatch in what the homecare company felt the individual required and what they used was present. This was highlighted by respondents in diverse ways.

"I learnt at early stage of home tpn, that delivery didn't match up with what I needed." (HPS respondent)

"Missing items, too many items, items weren't ordered including some items which should no longer be on ancils list every order!" (HPS respondent)

"The deliveries have been very inconsistent for a few months with stuff missing e.g. stat locks, tpn packs." (HPS respondent)

"Don't always get what we ordered." (HPS respondent)

"Sent 60 bottles when I ordered 12 – just as child was stopping this feed, so all went to waste." (HETF respondent)

"Received bottles of an ONS that haven't used for over a year so not required. Told could not return even though still in original crate." (ONS respondent)

"Due to a lack of communication we ended up with a fridge full of feeds that most soon went out of date and had to be binned." (HPS respondent)

"No advice given from enteral feed company therefore disposed of appropriately." (HPS respondent)

The survey does not extend to exploring these issues in more detail to investigate the specific cause(s). Future work could consider an audit to understand the reason(s) and find potential solution(s). It was clear that this is creating considerable waste from a product perspective as well as financial and environmental.

PINNT members, individuals receiving HNS, welcome further engagement to provide insight from the user perspective, for future consideration and changes which we hope will support appropriate and satisfactory changes for all concerned.

Recommendations

As a result of these findings the following recommendations are made to BAPEN Council and Executive Committee to help improve understanding of waste production and waste management and positively contribute to the sustainability agenda of the NHS.

1. **Clear Definitions and Education:**
   - Collaborate to agree terminology of clinical and non-clinical waste for all types of Home Nutrition Support (HNS) treatments (HETF, HPS and ONS).
   - Educate individuals receiving HNS on what constitutes clinical and non-clinical waste and how to manage it appropriately.
   - Once agreed terminology is established, provide clearer guidance on what materials are suitable for recycling.
2. **Improved Communication with Homecare Companies:**
   - Work collaboratively with nutrition associations, homecare companies and commissioners to enhance communications between stakeholders and individuals receiving HNS.
3. **Waste Audit:**
   - Conduct an audit of waste generated from incorrect HNS deliveries to understand the extent of the problem and identify solutions.
4. **Handling Incorrect/Damaged Items:**
   - Home companies establish a safe and responsible process to collect and sustainably dispose of incorrect or damaged items (or items not requested) within a 48-hour window or at the individual's convenience.
   - Ensure that homecare companies, not the NHS, bear the cost of these incorrect deliveries, including the product, collection and disposal.
5. **Enhanced Stock Check Processes:**
   - Improve stock check processes to help individuals manage their stock levels and prevent over- or under-supplying.
   - Establish appropriate substitutions for when products are out of stock (where clinically appropriate), such as alternative flavours of ONS.
   - Regularly review the quantity and frequency of HNS prescribed and delivered especially for those receiving HETF.

PINNT members, individuals receiving HNS, welcome further engagement to provide insight from the user perspective, for future consideration and changes which we hope will support appropriate and satisfactory changes for all concerned.

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Appendices

1.0 Survey: Explore clinical and non-clinical waste from home nutritional care

Information

Why are we doing this survey?

Providing nutritional care sustainably is important to help preserve our planet and natural resources. PINNT and BAPEN would like to understand more about waste, recycling and repurposing of nutritional products and ancillary items/plastics in the home setting. This is the first step in working towards a more sustainable model for nutritional treatment at home.

Who can take part?

Any adult who needs home enteral feeding, home parenteral support or prescribed oral nutritional supplements at home. Parenteral support is an umbrella term for parenteral nutrition and intravenous fluids. Carers of adults or children needing these types of nutritional care can also take part.

How long will the survey take?

The survey mainly has tick box answers. It should not take longer than 10 minutes to complete. It may take longer if you choose to tell us more about your experiences. We would welcome this.

What will we do with your data?

The survey is anonymous. That means we do not know your name or have any personal details about you which could identify you. We will analyse the anonymous data from the survey to find answers to our questions. We will produce a report for PINNT and BAPEN. We may also share the results of the survey in future work on this topic. You may recognise quotes from information you write. *Quotes will all be anonymous but may have a pseudonym (made up name).*

Can I withdraw my answers once I have submitted?

The survey is anonymous. Therefore, it will not be possible to withdraw your responses once you have submitted your survey.

How will PINNT and BAPEN store your survey data?

PINNT and BAPEN are GDPR compliant. Data will be stored anonymously in a central database. This data may be accessed for the purposes of future work by PINNT Executive and BAPEN Executive.

Please feel free to share this link with others receiving home artificial nutritional care in the UK. Thank you for your time.

About PINNT: PINNT is a Charitable Incorporated Organisation (CIO) working to support individuals, their family and friends on Home Artificial Nutrition. As part of their work they collaborate with healthcare professionals, industry, policy makers and individuals receiving these types of support to educate, provide information and raise awareness.

About BAPEN: The British Association for Parenteral and Enteral Nutrition (BAPEN) is a Charitable Incorporated Organisation (CIO) which brings together leading multi-disciplinary professional and patient groups and networks from across the UK to help promote the best possible outcomes in nutritional care.

* **I have read the information above and agree to my data being used in this way.**

◯ I confirm.

* **I am aged 18 years or older.**

◯ I confirm.

About you

* Are you a patient or carer of a person receiving oral nutritional supplements, home enteral tube feeding and/or home parenteral support?

- ○ Patient
- ○ Carer

* Which of the following are you/they receiving? *(Please select all that apply)*

- ○ Oral nutritional supplements
- ○ Home enteral tube feeding
- ○ Home parenteral support

* How old is the patient?

* Which part of the country do you live in?

- ○ Scotland
- ○ Wales
- ○ Northern Ireland
- ○ Greater London
- ○ North West of England
- ○ North East of England
- ○ Yorkshire
- ○ East Midlands
- ○ West Midlands
- ○ East Anglia/East of England
- ○ South West of England
- ○ South East of England

Delivery of enteral and parenteral feed/fluids, ancillary items and oral nutritional supplements.

* Do you use a home parenteral feeding company to deliver parenteral support products and ancillary items (giving sets, dressing etc.)?

- ○ I do not have parenteral support
- ○ Yes
- ○ No – please tell us more in the box below

* Do you use a home enteral feeding company to deliver enteral feed? *(Please select all which apply)*

- ☐ I do not have enteral nutrition
- ☐ Yes

- [ ] No – delivered by pharmacy
- [ ] No – collected from pharmacy
- [ ] No – please tell us more in the box below

* Do you use a home enteral feeding company to deliver enteral feeding ancillary items (giving sets, dressing etc.)?

- ( ) I do not have enteral nutrition
- ( ) Yes
- ( ) No – please tell us more in the box below
- ( ) Other – please tell us more in the box below

* Do you use a home enteral feeding company to deliver oral nutritional supplements? *(Please select all that apply)*

- [ ] I do not have oral nutritional supplements
- [ ] Yes
- [ ] No – delivered by a pharmacy
- [ ] No – collect from local pharmacy
- [ ] No – please tell us more in the box below
- [ ] Other – please tell us more in the box below

Clinical waste

Clinical waste means items contaminated with body fluids. This includes dressings and bandages, PPE, needles and sharps, and hazardous items such as medicine.

* As part of your nutritional care do you have clinical waste? *(Please select all that apply)*

- [ ] Yes, for enteral feeding
- [ ] Yes, for parenteral feeding
- [ ] No, for enteral feeding
- [ ] No, for parenteral feeding
- [ ] No, I have oral nutritional supplements
- [ ] I'm not sure

Please feel free to tell us more

* What have you been told to do with clinical waste? *(Please select all that apply)*

- ☐ I don't have clinical waste
- ☐ No advice about clinical waste disposal
- ☐ Place into a bag and put into my household waste
- ☐ I use the council's clinical waste bags which they collect
- ☐ I use clinical waste bags from homecare company, who then collect
- ☐ Put needles and sharps in a 'sharps bin'

Other – Please tell us more

Recycling non-clinical waste from nutritional care

Non-clinical waste is any waste from your nutritional treatment which is not "clinical waste".

* Has your healthcare professional or homecare company provided information or talked to you about recycling of non-clinical waste? *(Please select all that apply)*

- ☐ Yes for parenteral feeding
- ☐ Yes for enteral feeding
- ☐ Yes for oral nutritional supplements
- ☐ No for parenteral feeding
- ☐ No for enteral feeding
- ☐ No for oral nutritional supplements

Please tell us more about any information or advice given:

* Do you recycle any of the non-clinical waste from parenteral feeding? *(Please select all that apply)*

- ☐ Not applicable – I do not have parenteral feeding
- ☐ Yes
- ☐ Sometimes
- ☐ No
- ☐ I would like to but did not know I could

- [ ] I would like to but been told you cannot do this
- [ ] Other – please tell us more in the box below

* Do you recycle any of the non-clinical waste from enteral feeding? *(Please select all that apply)*

- [ ] Not applicable – I do not have enteral feeding
- [ ] Yes
- [ ] Sometimes
- [ ] No
- [ ] I would like to but did not know I could
- [ ] I would like to but been told you cannot do this
- [ ] Other – please tell us more in the box below

* Do you recycle any of the non-clinical waste from oral nutritional supplements?

(Please select all that apply)

- [ ] Not applicable – I do not have oral nutritional supplements
- [ ] Yes
- [ ] Sometimes
- [ ] No
- [ ] I would like to but did not know I could
- [ ] I would like to but been told you cannot do this
- [ ] Other – please tell us more in the box below

What items do you recycle?

* Do you repurpose (use for another reason) any of your items (any type of treatment? e.g. plastic pots from dressing pack

- ○ Yes

- ○ No

Please tell us more about repurposing (using for another purpose) of items.

Delivery of enteral and parenteral feed, ancillary items and oral nutritional supplements

We are interested in learning about your experiences of deliveries during the last 3 months of May, June and July.

- Nutritional products mean any oral nutritional supplements, enteral feed or parenteral feed (including intravenous fluids, such as saline).
- Ancillary items mean any items you need to be able to give your nutritional care, such as giving sets, gloves, syringes.
- Planned delivery is your usual delivery. This may be weekly, every two weeks or monthly.

* Over the past 3 months was the correct amount of parenteral support sent in your planned deliveries?

- ○ Not applicable – I don't have parenteral support
- ○ Every delivery was correct
- ○ Most of the deliveries
- ○ Some of the deliveries
- ○ None of the deliveries

Please feel free to tell us more about this:

* Over the past 3 months, were the correct parenteral support ancillary items sent in your planned deliveries?

- ○ Not applicable – I don't have parenteral support
- ○ Every delivery was correct
- ○ Most of the deliveries
- ○ Some of the deliveries
- ○ None of the deliveries

Please feel free to tell us more about this:

* Over the past 3 months, were you sent the *correct amount and type* of enteral feed in your planned deliveries? *(Please select all that apply)*

- [ ] I don't have enteral nutrition
- [ ] Every delivery was correct
- [ ] Different enteral feed due to supply problems
- [ ] Wrong type of enteral feed
- [ ] Wrong size bottles or bags
- [ ] Too much enteral feed was sent
- [ ] Not enough enteral feed was sent
- [ ] Damaged enteral feed bottles or bags
- [ ] Other – please tell us more in the box below

Please feel free to tell us more about this:

* Over the past 3 months, were you sent the correct enteral nutrition ancillary items/plastic sent in your planned deliveries?

- ○ I don't have enteral nutrition
- ○ Every delivery
- ○ Most of the deliveries
- ○ Some of the deliveries
- ○ None of the deliveries

Please feel free to tell us more about this:

* Over the past 3 months, were you sent the *correct amount and type* of oral nutritional supplements? *(Please select all that apply)*

- [ ] I don't have oral nutritional supplements
- [ ] Every delivery was correct
- [ ] The wrong flavours of oral nutritional supplements
- [ ] The wrong type of oral nutritional supplements
- [ ] Replacement oral nutritional supplements sent due to supply problem

- [ ] Missing oral nutritional supplements which have not been replaced
- [ ] Damaged bottles or sachets
- [ ] Other – please tell us more in the box below

Please feel free to tell us more about this:

* What did you do about the problems with deliveries? *(Please select all that apply)*

- [ ] Spoke to or emailed the company
- [ ] Spoke to or emailed the local pharmacy
- [ ] Spoke to or emailed my clinical team
- [ ] Ignored it
- [ ] Not applicable – I did not have any problems
- [ ] Other (please specify)

Please feel free to tell us more about this:

* Over the past 3 months, did you have unplanned deliveries because of incorrect or damaged feed/fluid or oral nutritional supplements? (*Please select all that apply)*

- [ ] Yes parenteral feed/fluids
- [ ] Yes enteral feed
- [ ] Yes oral nutritional supplements
- [ ] No parenteral feed/fluids
- [ ] No enteral feed
- [ ] No oral nutritional supplements

Please feel free to tell us more about this:

* Over the past 3 months, did you have unplanned deliveries because of incorrect or damaged ancillary items? (Please select *all that apply)*

- [ ] I do not have ancillary items
- [ ] Yes for parenteral support
- [ ] Yes for enteral nutrition
- [ ] No for parenteral support
- [ ] No for enteral nutrition
- [ ] Please feel free to tell us more about this:

* What were you advised to do with any incorrect or damaged ancillary items, parenteral and enteral feed, oral nutritional supplements? *(Please select all that apply)*

- [ ] No damaged or incorrect items
- [ ] Advised to put into household waste
- [ ] Enteral feed company collected
- [ ] Parenteral feed company collected
- [ ] No advice given so put into household waste
- [ ] Return to homecare company
- [ ] Other advice given, please tell us more in the box below
- [ ] Other – please tell us more in the box below

Please feel free to tell us more about any of your experiences on this topic.

Thank you!

A big thank you for taking the time to complete the survey.

Your responses will be submitted once you click "Done" at the bottom of the page.

2.0 Free text responses from respondents

2.1 Responses regarding clinical waste and HNS

Responses regarding clinical waste and HNS
Before going onto parenteral nutrition I was fed via an enteral jejunostomy tube, I was prescribed 2 bottles of feed per day and given appropriate giving sets etc to accommodate, my bowel function was declining leading to a lack of feed tolerance and I was barely managing 1 bottle per day, I contacted [Homecare company] and dieticians numerous times due to over stock yet they couldn't reduce my prescription as it didn't cover my nutritional needs on paper
Used fed bags- not sure if technically clinical waste but handled as if it is. Needles. Remains left over blood.
The amount of waste generating is a lot. Our local council is reducing green general waste bins and collection. This is a huge issue for me. I feel more needs to be done by the provider and care companies to produce items that are recyclable.
Since I use Taurosept after disconnecting, I aspirate the line prior to connecting up to the next feed.
Enteral syringe which I don't think is recyclable due to contact with body fluids.
So much waste from feeding and can't get recycled. Boxes do, but plastics go into general.
collected fortnightly
I don't think it's clinical waste it's just all the tubes and bottles
I change my own tube, so I have clinical waste when I do that
I do not have any way of getting rid of any clinical waist at all
Empty feed and nutrition bags, ancillaries, dressing packs, syringes, etc. Needles in sharp bin
Feeding tubes, [Homecare company] feeding bottles
It's a nightmare
Fluids only, not feeding but still have clinical waste.
every other day - connecting and disconnecting - giving sets, ancillaries. The home care company takes away the waste - I recycle all the cardboard.
I was told that the giving set was clinical waste as it went into the feed and was connected to me but it's not contaminated. I put in household waste but there are mixed messages from people.
I have to check my blood sugar levels regularly due to the hypos I get when disconnected from the parenteral feeding
Only have sharps etc once every 3 months when we take blood for hospital appt, or very occasionally when our prefilled syringes run out. Plus, PN if that counts.
Dressings for Hickman line, stoma bags, fistula caps.
I have yellow bag collections. I'm thankful so I don't fill up my rubbish bin but at the same time none of my stuff needs to go in a yellow bag, aside the very rare occasion I do a blood test (and let's face it, far worse goes into landfill and it's no different to period products)
I have so much clinical waste and it's a nightmare!
All my old tubes and syringes are put in my plastic bin

I have a lot of waste. I require an Addison real paper recycling bin that is still not enough for all the cardboard etc. and have a larger household waste bin which still gets very full.
I have a lot of waste, mostly empty bottles and used giving sets, but as far as I know it is not actually contaminated with bodily fluids. I use syringes which last me a week for feeding and others that are used to change the water in my feeding tube (PEG?) and test for acidity once a week at the local clinic by a nurse.
Not sure if dressings for my JEJ should count as clinical waste?
I have weekly and monthly injections which I use a sharps bin for disposal. I also have waste from my feed, used bottles, giving sets, syringes and wrappings.
Collected by Local Authority providing that the waste is presented in specially printed bags and not those supplied by Baxter's Healthcare
For starters, I change my dressing three times a day on average, sometimes more, so there are bags of soiled dressings. I use nappy bags that I buy myself and put them in the bathroom bin.
Stoma bags that catch the enteral feed that flows back, not all of it is absorbed by the intestine
Tried to get a bigger bin but never got delivered
for glass vials and needles
I have a picc line and all tube and feed go into household waste and recycling
Dressings, feed syringes, needles and syringes from anti-emetic medications
My waste is plastic which my local recycling company has told me has to be disposed of in my household waste.
My site leak to much that it can sometimes become sore unless I use disposable pads from the GP rather than my tubie pads. Also, my PA will use PPE when assisting me.
PPE, dressings, straws, medicine vails, flushes, giving sets, HPN bags, swabs, Hickman line caps, paper hand towels, medication boxes, hydrex bottles, hand sanitizer bottles, wound packs
Syringes and formula bottles
Old dressings and giving sets, empty flushes and wipes
plastic waste- forceps, gallipots, syringes. paper /cardboard waste- delivery boxes, paper from packets eg gloves, dressings etc. medical waste - used gloves, TPN bags
I did not know this existed
Dressings, syringes. Needles, sharps
Every different type of syringe, extension set, and new button comes in 5 separate bags! After the end of their life, we have the syringes
No clinical waste as outlined
For my enteral feed, the only times clinical waste is generated is when I've had tube changes or infections and this has always been in hospital or with community nurses present who deal with their own waste. Parental feeding - I have sharps (needles from medication preparation), syringes with blood, and medication vials, which all go in sharps bin as clinical waste. My nurses do use PPE, but this is put in my general waste not clinical waste, as do my dressings.
I use general waste though as advised by the home care nurses

Have a sharp bin for injections not directly tpn related
Goes in normal non-recyclable bin
No-one has ever explained what is and isn't clinical waste. So just goes in general waste
Syringes & Giving Sets
Responses regarding the advice given on recycling
Wash out plastic bottles and recycle under plastics
While the feed bags may not be clinical was it is good to have home care company take them away as they would take a large part of our home rubbish been.
No consideration has been given to this matter; in hospital it gets dumped too. It’s a real concern for me.
Although it differs county to county
Never had discussions
I was told to put everything in clinical waste
Just that the supplier will collect
I had to find out myself by phoning council.
Recycle what I can, syringes, empty [Homecare company] and [ONS] bottles
rinse bottles and put in normal recycling.
No advice given from health care. No options from local council other than general waste
How to recycle the,waste,and use certain unused items for stoma,cleaning.
We are working on this outdoes and trying to sort it far better
No information from anyone.
No advice about recycling. But we recycle all non-surgically used packaging.
Told to return waste to the homecare company - but I recycle what i can e.g. the cardboard
We had some one from the council come to our house to look at our TPN waste and talk through what could be recycled . This was because we asked for an extra household waste bin and an extra paper recycling bin .
Maybe initially but I don't recall the conversation. There is a lack of consistency with information from hospital guys and the homecare company.
No recycling details on any of the packaging - giving set packaging, syringe packaging , enteral feed bag
Recycle plastic items
Yes and no, they didn’t directly tell me what could and couldn’t be recycled but found out from their website ([Homecare company]) after looking online and speaking to other tubies
Delivery company told me only last week that they should take away carboard boxes. It used to happen more often when IV's were cold chained and unpacked straight into a fridge.
I have asked as there is so much of it. The council begrudge extra bin for what they call household rubbish, so much waste it concerns me. Worry when people talk about it as those on the feeds need it, don't want it but feel guilty when the issues is raised.

The bottles that can be recycled
To recycle plastic trays, cardboard etc
I was told to rinse out bottles and syringes and recycle them. I was told giving sets are not recyclable.
Put in recycling for hard plastics
No advice at all!
I go by the symbol on the bottles of feed
Bottles can be recycled but giving sets and syringes can’t
I do not remember ever being given any advice about disposal of the waste
Just that they cannot be recycled
I asked them as nothing about it in any of the booklets I was given. They told me I could recycle the plastic syringes (after I have used them for a week) and the plastic bottles of feed if I wash them out after use. They said I couldn't recycle the used giving sets. I wasn’t given advice on the oral supplements, but I wash them out and recycle them.
Everyone I have spoken to about it has been unable to answer that question.
[Homecare company] Healthcare offered a collection service, but the Local Authority are already collecting Sharps Bins generated by another medical condition
Nobody seems to consider the impact of this stuff on patients. I left an abusive relationship and ended up in a tiny social housing flat. Often there has been a fire hazard from the amount of cardboard packaging of medical products that I have piled up in the flat because I have nowhere to dispose of it all. The facilities for both recyclable and non-recyclable waste here are absolutely abysmal - it is a health hazard. The social housing sector in Northern Ireland is extremely corrupt and tenants are seen as subhuman because we are in social housing and on benefits, and apparently no politician gives a toss about us; nor does the Environmental Health dept - I know, I've tried. Most of the tenants don't use the bins and recycling boxes correctly, but even if they did, the amount of each provided is ridiculously underestimated given the number of people who live here, and that recycling is supposed to be the norm now. It's so dehumanising and since I have been here, it has added significantly to my stress and mental health problems that at any given time I am trying to figure out what the hell to do with all this rubbish. I have often had to spend money on a taxi to go to my mum's to throw away boxloads of cardboard in the recycling bins where she lives because she is in a private retirement community and their facilities are more than adequate. It's ridiculous. I don't just have to deal with loads of boxes from enteral feeding, but also from my medication (I am on more than 900 tablets a month, most of which is orodispersible loperamide due to my Short Bowel Syndrome) and also from my colostomy supplies. Nobody considers the impact of this stuff on patients' lives.
I was told to place TPN bags and all used ancillaries in household bins, as there are no sharps and nothing that has been contaminated by blood
We were told to out everything in black bag double bag it and put in general waste bin
Not had any advice on any recycling.
I actually can’t remember receiving advice - but there is a slight chance that I was told something many years ago
Asked but never had any direction on this.
Advice given on what can and cannot be recycled.

I had the recycling supervisor visit my home to check all my enteral feeding supplies to give me advice on what to do
Ensure item is triangle marked. Thoroughly wash and place in recycling. Anything not triangle marked place in general refuse.
I have used my own initiative on this one ?
Told had to go to gp about sharps disposal
Initially it was mentioned in respect of home care but then I realised I didn't have any, but people still talked about clinical waste which the packaging and boxes are not, inconsistent terminology used by all concerned.
None of them, often wonder if they have any concept of how much waste it generates.
Healthcare team seem to know little about the homecare processes in general.
I have not been given any information about what can or can't be recycled. I have based my decisions on my council's recycling policies and my own judgement.
I recycle what seems logical to recycle but would like to know if I can recycle empty syringes
Only the reusable feed bottles can be recycled
Promised info on this 9 years ago and its never happened. I've given up asking.
Never received info on waste. A nurse told me to use my household recycle bin
I requested information about recycling my feed bottles which I do after discarding any remaining feed and rinsing them out thoroughly.

2.2 Responses regarding items which are recycled

Responses regarding items which are recycled
Anything cardboard
Plastic bottles of [enteral feed] nutritional liquid.
Empty Feed bottles
Paper only
cardboard packaging, paper,
Just the feed bottles (and the cardboard boxes that they’re delivered in)
empty feed bottles and cardboard
I recycle to large boxes my items are delivered in and any outer boxes. This is for cardboard only
[ONS] cartons
Recycle the tubs
Boxes, bags, swabs, pots
Flexitainers and give away old syringes
Hard plastics + HPN bags and giving sets

the boxes it all comes in
The feed carrier
The cardboard delivery boxes, plastic waste trays and the delivery note goes in the paper recycling.
Plastic trays, Paper towels/sheets, Gloves
The containers the feed comes in as it’s all my council will recycle
Syringes and water bottles
Cardboard boxes
Plastic bottles
Plastic bottles
Empty bottles of feed, syringes and plastic extension tubes.
a yellow sack
Bottles
Boxes
Plastic items from dressing packs
Paper from packets
Feeding bottles giving sets plastic syringes
Enteral feed bottles
Cardboard from deliveries and plastic from ancillaries
Packets that contain liquid fibre
Syringes, giving sets, food containers, all flushes and cleaned
Cardboard packaging from PN feed, supplies and Enteral feed bottles. Enteral feed bottles
Plastics and packaging boxes
any recyclable plastic
Household only
Plastic bottles. Everything else goes in the bin.
All bottles and packaging
Household waste
Plastic tweezers and uncontaminated empty syringes, uncontaminated paper and soft plastics
Enteral syringes, sterilised water bottles, empty [Homecare company] bottles, 10ml and 60ml syringes
feed bottles
Cardboard boxes. Feed bottles
Cardboard boxes
Drinks bottles.

Feed bottles
Cardboard. I give some plastic pots (which come from dressing packs but are unused by us, so not contaminated) to schools etc to use for craft
Bottles and tetra cartons
Plastic pots and trays. Spare cotton wool balls and swabs. Waterproof sheets.
The [Enteral feed] bottles and from the parenteral nutrition I recycle the sterile field trays and all the paper from packaging,
No items
Paper items, hard plastic (tweezers, plastic pots, blue tray,) cotton wool balls, aprons (soft plastic) . Paper means " will rip" , not with plasticized. I'm not sure about posiflushes syringes, if they can be used for hard plastic items, (pre-filled with saline only). Could you let me know, use my email.
Plastic items
I try to rinse and recycle the PET containers. I also try and recycle paper and card from PN ancillaries and use excess from kits for other things.
Dressing sets, AM and PM plastic wallets.
Cardboard boxes any paper, plastic tubs, empty posiflush, tweezers, tray, cotton wool,
Cardboard boxes and all outer packaging of ancillaries and paper that gets left out of my waste bag
All plastic items except syringes
Tablet blister packs
drinks bottles and cardboard (but have to take to a specialised plastic recycler as my council does not take that sort of plastic)
Paper from gloves etc
Plastic pots. , paper from packaging
Paper, plastic
Plastic
Plastic bottles
Paper, Cardboard
Bottles ....tops.... non needle syringes....boxes
cardboard boxes
Paper, card etc.
Tetra Pak cartons, plastic bottles, cardboard boxes, clear plastic part of enteral syringes
Empty feed bottles giving sets syringes and dressings from my tube site
Unused paper towels and muslin type squares
Syringes, gloves, plastic bags, needles, paper and cardboard.
Gloves, syringes, plastic bags, needles, paper and cardboard packaging.
Empty Ensure bottles. Used feeding syringes and tubes

Cardboard
Empty Ensure bottles. Food related syringes
Whatever I can, as I hate all the waste enteral feeding creates
Bottles that water come in. Paper from packaging. Unused/out of date ancillary.
Clean cardboard boxes and information papers
Plastic trays, gallipots and waste bags from dressing packs.
Paper and cardboard
Plastic bottles, backing paper from syringe sterile covers, cardboard delivery boxes
Syringe
Syringes, bottles, lids, caps, trays, packaging
Where I can but there is not much I can work out what to do with it.
Empty bottles of feed, paper packaging from ancillaries, plastic ampoules and other recyclable plastic ancillaries, e.g. galley pots and plastic trays
Vitamin D drop bottle (plastic or glass) plus cardboard outer box
Powdered feed tubs and sterifeed bottles
Plastic and cardboard
The plastic bottles
Syringes
Plastic trays, small cardboard boxes
Cartons
Feed bottles, flexitainers, syringes (no sharps), extension sets
Syringes, empty [ONS] bottles
The bottles but not the lids as I'm unsure if they can be recycled.
None . Training was to wrap items in waste bag and put into refuse.
syringes, tubes and feed bottles
All the carboard/paper I can.
syringes, bottles
All cardboard packaging and paper leaflets from medicines and paper medicines boxes.
Cardboard boxes
Gloves, unused dry wipes
Paper products , eg packets from flushes etc
Feed bottles
Plastic bottles from [ONS] supplement

All paper
The empty bottles of feed. I wash them out and put them into the council recycling bin
Little bottles from supplements. Also, the paper from giving set packaging.
Plastics
Feed bottles and flexitainers only.
All plastics
The paper off the giving sets packaging and cardboard boxes they arrive in.
Plastic trays, tweezers, gali pots
I have small (200ml) bottles of supplements which I add to my enteral feed. These are marked on the bottle as being recyclable. So, I remove the plastic film label and recycle the bottles.
Cardboard boxes: both the external cartons products are delivered in, and in the case of dressings, the small cardboard boxes that come with, say, ten dressings in them, or 30 pills. Also, the paper inserts in both of the latter; there's always such a lot of paper.
The box and information sheet
Small cardboard box's I put in my recycling bin. For example, the empty gloves box's cardboard not the gloves. The brown boxes that they deliver to hold everything in [Homecare company] picks up from us at the next delivery with the clinical waste and sharps bins too they take away
plastic trays from dressing packs, all cardboard packaging and paper
Boxes that any feed or ancillaries are sent in.
Packets bottles boxes
The [enteral feed] feed
Cardboard boxes
[ONS] containers
Packaging, cardboard boxes, plastic boxes,
Plastic trays from dressing packs
Clean and Empty feed bottles go in the green recyclable waste bin. Used giving sets etc go in the black nonrecyclable waste.
Plastic bottles
Tetra Pak feed cartons
Plastic film from packaging, cardboard boxes
Green Plastic dishes from dressing packs
Syringes and formula bottles
Paper and plastic trays.
Plastic bottles
I wash and squash feed bottles and these go for plastic recycling together with separated (casing and plunger) washed out syringes.

Paper from Ancillary packaging
Bottles
Feed bags, Syringes, Packaging
Bottles
Water bottles, oral supplement bottles, enteral syringes and plastic pots.
Feed bottles
[ONS] containers and lids. Empty washed nutrition containers and caps
Feed bottles - have to remove foil from inside, dispose of foil in general waste, wash out bottles, and place in recycling box. Giving Sets / Syringes - straight into recycling box. Cardboard boxes from all feed supplies - into cardboard recycling bags
glass bottles of medications
plastic trays and pots
Plastic wraps plastic bottles
The cardboard packaging from a new button
Bottles from my oral nutrition supplements, all cardboard boxes from deliveries and individual items (PS, EN, ONS), Sterifeed bottles from EN once too old to continue using, plastic tubs from wipes, plastic inserts from medication packets that hold vials, paper backing from PEG drainage bags
Packaging, bottles, syringes, plastic, everything but the giving set
Plastic tray from dressing pack. Empty sodium chloride container. [medication] box
I can only recycle feed bottles in my council recycling bins.
[Enteral feed] compact bottles. 1000mk plastic overnight feed bottles
Feed bottles and any packaging I can
Paper
Plastics and paper
Only recycling sterile towels, plastic trays from dressing packs and paper packaging from sterile gloves. Although with the latter, maybe I am doing the wrong thing. I recycle all the boxes.
Feed Syringes, packaging feed giving sets
Plastic parts from dressing packs
500 ml bottles, Empty formula bottles
Embarrassed to say, but nothing is recycled
The plastic containers (plus lids) that the feed comes in. Small sterile water bottles. Paper from the packaging of individually wrapped items and the cardboard boxes.
Feed bottles ([Homecare company]). Boxes that feed/giving sets have come in. Syringes. Boxes that oral supplements have come in ([ONS feed])
The individual bottles that have the feed in. The flexitainers

We put anything made from paper in our household recycling. Also, Medilink recycles the foil packets our wipes come in.
Paper leaflets and cardboard. None of the other supplies are recyclable in household waste streams due to their design and would contaminate the recycling stream.
Domestic recycling - non-waxed paper packaging, plastic pots and trays from dressing pack. Supermarket recycling - outer plastic covers of TPN bags and saline bags (I asked, it was fine)
Paper towels , wipes, flushes, tpn empty bags. I put them in my household recycle bin
Paper
ONS bottles
Delivery boxes. Separate and recycle soft plastics and paper from packaging. Hard feed + supplement bottles. Foil tops. Hard plastic connectors/adapters. Syringes.
200ml 2kal plastic drink bottles
I recycle all bottles from my feed.
Bottles & plastic caps.
[ONS] bottles
The paper covering from giving sets - not the plastic part, just the paper bit.
Pots for supplements
Only my sons milk bottles as they are plastic
Boxes
Feed containers
Sterile water bottles

2.3 Responses regarding items repurposed

Responses regarding items repurposed
Trays from button change packs really useful for setting up feeds
Wash out decanter bags fill with water hang on fence and drip feed plant pots
I allow my children to play with enteral syringes (enfit not sharps) provided they've only been used for water
Give to scouts for crafts
Use some bags for storage
gave to local guides centre for paint pots
I re use swabs for my stone care and plastic pots for me medication.
Non used syringes go to my school for maths work

Various uses for pots, swabs as dry wipe, bags for various uses
Old syringes are passed over to friends and nurseries for water play.
The dual compartment plastic container in the dressing pack makes a useful 'spitoon' to help with side-effects of HPN.
use some of the stuff in my green house and garden
Plastic pots useful for odds & ends
Art, gardening, refilling car radiators and windscreens. Syringes have many uses in our family (without needles)
We repurpose plastic trays from daily packs
Dressing pack used when changing my stoma bag
Heavy black bags that protect TPN are perfect for messy garbage that should not leak, small collections of dirty laundry, and lunches. Sticks that seal the lipids off from the clear fluid work great to seal food bags like chips
I use things for storage containers, paint pots,
I tried offering my pots etc. to local nurseries and primary schools etc. for art, but no one would take them/had use for them. I even posted on local Facebook groups.
I reuse the water bottles and sterilise them
I am prescribed enteral syringes and often am just using these for sterile water. I have a Surgical Jejunostomy, and my health board policy is completely sterile, so I cannot reuse/sterilise my syringes. If I have just used a syringe for sterile water and not feed, I often use the Syringes to measure for cooking and baking, particularly recipes involving oil.
Use cotton wool balls for cleansing and makeup removal
Use plastic pots and spare gauze from dressing packs for crafts and gloves from dressing pack for housework
Used sterile towels and outer paper cover of sterile gloves(marked L& R) used in cat litter tray
Enteral syringes used for play
use the plastic pots and trays for crafting
Dressings are useful for first aid and wound cover
Sometimes give syringes (as they only have water in them) to grandchildren for art purposes!
I cut off the port caps from the giving sets to use as bungs for my syringes
I use the plastic pots for dips or other small foods and the trays for sorting modelling parts
Plastic bags as bin bags
Use pots from sterile packs to hold water for stoma bag changes. Use sterile pack trays for greenhouse plants as a base tray. Save cotton wool from sterile packs. Use any unused gauze from sterile packs as dry wipes for stoma bag changes.
Daily plastic bag from feed is re used for numerous things; storage, packing ancillaries when travelling, plastic bags I store from feed to name a few things. Sterile gloves once used are ideal for many things; cleaning, crafting, painting jobs, I do not have many items that I can repurpose, thankfully I no longer have dressing packs as they were full of items not needed and wasted. I found procedures pack unhelpful due to waste and went back to individual items that are more effective.

I utilise the spare clinical paper towels and gauze's to help with stoma management.
I give them to schools etc for use during craft projects
Reuse the cardboard boxes that crates of supplements arrive in
Paper items for stoma cleaning.
Pots Used for children in local schools etc as painting trains. Cotton balls, gauge etc to fill nonsterile dressing needs and for general baby use
Clinical Gloves re-used around house and garden. Excess used/good condition gloves given to local hairdresser who uses for perms, colourings etc....Plastic Zip Bags reused by friends and family. Small Plastic Trays given to Brownie Leader for craft projects. Disinfectant Swabs (excess and o-o-d) used for cleaning toilets. Folded Tissue Pads used for general cleaning around kitchen
I save my cotton wool balls (not used) for a friend who uses them to remove her makeup.
Paper towels, Plastic pots
I use the unused swabs and sterile fields if dressing pack as stoma care supplies
Delivery plastic wallets make great A4 wallets, we use 9ne for each correspondence company.
Cotton wool for grandchildren art. Paper for use during stoma bag change
Pots, trays, tweezers, paper towels and cotton wool goes to a scrap store for crafters, schools etc
reuse the blue sterile sheets and the orange bags
Pots used for tablets. Cotton wool given to family. Gloves reused and given to family also gauze used for stoma care and any cuts
Cotton wool balls remove makeup
I work in a school so plastic pots can be used for glue pots in reception class, blue tweezers have been used to help with fine motor skill activities by older children in school
Galley pots used for painting at schools
Yes, where every possible as I feel a responsibility as my treatment produces so much waste. I often feel guilty when people talk about the waste it generates, sadly I cannot do much about the treatment, but I can help with the waste.
Arts and crafts
I use them for putting liquid or paint in. I use the gauze for mopping stuff up.
Gloves for gardening etc. galley pots for small liquid quantities in workshop.
I use empty pots and unused syringes etc for craft and DIY purposes around the house.
Cooking, artwork, woodworking, freezer bags, marinating food, fire starting, composting
Syringes for basting (cooking), artwork, woodwork. Plastic bags used as rubbish bins, to marinate foods, as freezer bags. Gloves used for all sorts of messy chores.
Use the plastic bags that contain the daily packs
I don’t but would be internet in hearing/seeing how people do

Plant food in empty bottles. Gauze swabs from opened packet clean jewellery etc. Packet/instructions paper for shopping lists. Trays & bowls for craft projects. Dressing pack towels for cleaning, aprons. Plastic bags from supplies as small bin liners. Salt in empty water bottles for steps in winter. Syringe & tubing to unblock sink, flush overflow. [only use water in my syringes so not contaminated by bodily fluids] Empty water bottles for bird food. Tubes with lids from ph. strips to store small things in handbag & for travelling. Cardboard boxes for posting gifts, charity donations & storage. Covered with paper for Xmas presents.
IV fluids tubing - I've hung pictures with it, tied things up with it including for storage at home and used it to tie plants in the garden. I always, always save and use the sterile fields and put them in my stoma care stash to protect my clothes etc. I might re-use the dry hand towel roll to wipe up around the sink floor, bathroom. I save and reuse some of the blue gloves for painting or 'mucky' jobs like checking the oil in the car. There will usually be a couple of used pairs in the car boot/toolbox/garden trug and under the sink. I hate waste!
Gauze and paper towels from dressing packs are useful for stoma care. I use some dressing pack waste bags to line household pedal bins.
The little pots and tray in my dressing pack us reused for snacks, paints or crafts. My sons school also takes a bundle of them.
I use gauze from my dressings packs to clean my Button. I use the sterile dressing towels as tissues. Unused fields I use to line draws. Spare bags I use as rubbish bags. Large tubs I repurpose as buckets.
Use the feed boxes for personal storage and also give to my church who use them as gift boxes for items given to those in need in our local area. Use clean tissues & gauzes for other medical & personal tasks. Use syringes as water pistols! Use plastic trays and tubs to store personal items in.
Save pots and trays and sterile drapes we don't need in dressing packs then donate a large bag of them to local school/nursery and brownies group.
Bottles cut down and used for plant cuttings etc. Given some to local playgroup who use for paint pots and crafting.
I use plastic pots from my dressing packs to crush and suspend my medication. I use plastic trays as containers. I use surplus cotton wool, paper towels and swabs from my dressing packs for things like removing make-up and cleaning my gastrostomy site. I donated a collection of plastic tweezers to a school.
We reuse the plastic bags that the PN comes in, although we get one a day so have hundreds stored just in case! We used to reuse the milk powder tins (we now get premade bottles) to store things in. We also made a game for the church as we had loads!
Everything I can where possible. Gloves, dressing pack items which have items I would never use anyway. Tried new procedures packs but generated more waste.
The syringes that we use for my balloons, I use in crafts.
Reuse plastic bags for other things eg gardening
The small plastic pots from dressing packs I use for painting projects and then recycled.
I reuse my Ziplock’s for everything (and my friends ask for Ziplock’s). I give away the plastic trays and blue sheets via Facebook to local schools, childminders etc to use for when doing messy play/painting as I don’t use all of the ones that come in the pack and it’s such a waste. They get used that way. We all love our Ziplock’s!
My dad uses some items for work (cycle repair business and property maintenance) such as syringes and bottles
I use 60ml syringes for 2 days and 20 ml and 10 ml for a week

I would if I could.
I reuse the gauze from the dressing packs and use it as cleansing pads for my face and to remove nail varnish. I also use them on my daughter and cat when their eyes are gunky
I use any leftover swabs and sterile fields sheets when changing my ileostomy bag
I use the spare gauze from the dressing packs to take of nail polish and use for specific skincare products. I also use it on my daughter/cat when their eyes need cleaning.
Use plastic trays for painting as part of my hobby
Don’t have a dressing pack
Plastic pots for mixing small quantities of resin/hardener or paint. Cotton wool for multiple purposes. Swabs for cleaning.
Single use items such as dressing towels are folded and kept for household chores. Thankfully I do not use many items for my PN which is good as I don't have unwanted or not required items. That is something that should be reviewed.
Use swabs from when have new peg as dressings
I use the little plastic covers on each end of giving set multiple times for closing giving set end in between feeds. Also reuse plastic syringes.
Use any syringes that air clean and used for household mixing and measuring
The plastic trays from dressing packs I use for potting seedlings and in the garden
use pots for children painting
I have been told I can only use the sterifeed bottles for a month which I'm given for running extra feed and water through my tube. So, after that time I continue to use them in the kitchen to keep items fresh in but stop using them for my enteral feed. Or I give them to friends. I choose to use reusable pads for my tube site which I wash at 60 degrees with antibacterial detergent in between uses. This is expensive as each pad costs £4.50 and doesn't last forever and the washes are expensive to run. I wish there was support for this.
gauze, gloved and dressing trays that come but honestly are a waste as not really needed. Packs of any kind produce more waste as they are plastic to start with!
The small green trays for seedlings, gali pots for sauces and paper towels for napkins. You can find all different uses for some things! I hate waste!
I use some of the plastic 1 litre bottles and giving sets as a drip watering system for growing tomatoes and some house plants. I use a new bottle and giving set every day so I have a lot more waste than I actually reuse.
Sometimes I use the plastic pots from dressing packs for craft purposes - painting for instance. In a pinch I've used them to catch spiders when there wasn't a glass nearby - I really hate spiders. And sometimes I'll temporarily put household clutter in the cardboard delivery cartons to straighten the place up a bit, but I don't like using them for this purpose because the flat has a serious damp and mould issue (all our flats do here) and I've had things ruined after storing them that way before.
Garding and have given to local supported living fir gardening
reuse some plastic trays from dressing packs for painting trays for my daughter. Use the orange plastic bags in the kitchen and unused sterile napkins as paper towels in the kitchen
Use pots as medi pots

Use plastic containers to store other things
Rubbish bags If not used I'll use in the bin, if there's any gauze left over I'll use that too.
Daughter uses for storage / craft
I use these at Brownies when doing crafts etc
I know someone who used his late mothers ensure on his garden, unfortunately I don't know about the waste packaging.
Plastic trays
Nursery schools like to have the plastic pots
I use some empty cleaned plastic feed bottles to store cooled boiled water to use as flushes for my Jejunostomy Feeding Tube before and after feeds and medication.
I collect trays for a children school
Dressing towels and paper covering for sterile gloves used in cat litter tray
My children use them for painting trays.
the gauzes I use when changing my stoma bag. Any spare square sheets are used for miscellaneous tasks eg strong handkerchief
Always so much waste from dressing pack so seems only sensible to use what I can. Crafts, kids painting, husband uses trays for DIY bits and pieces.
Once used in the sterile pack the pots and extra gauze, I wash the pots and use them as sauce pots for dips or for water for model painting. The extra gauze I use for stoma changes as that doesn't need sterile stuff.
I don't have dressing pack
Plastic pots have gone to the children's school to use for junk modelling. We reuse the syringes
Bottles can be washed out and utilised.
We repurpose the gloves, gauze and paper towels. Gloves are used for cleaning, car/bike servicing, and gardening. The gauze is used for other medical things, and the paper towels used like kitchen towels.
I use gloves again in the kitchen/ garden. dressing pack trays to organise things in drawers.
I craft and pots and spare gauzes are great to use
As above, I use it where I can and give it away. The plastic waste is criminal when I have items I do not need or use. Dressing and procedure packs are very wasteful.
Yes I use the cardboard for Vinted packages
As much as possible. It is guess work as professionals and company don't seem to care.
Rubbish bags from inside dressing packs - use as bin bags/waste bags at home. Boxes from deliveries - usually recycle but if I need boxes for postage etc I reuse these. Plastic bags from deliveries - keep these as useful for many purposes. Plastic pots/trays from dressing packs - don't keep these regularly, but when I've needed things e.g. for craft/painting I have kept and used these. Gauze/cotton wool - again I don't always keep as it's way more than I need, but if I do need it I will keep from the dressing packs rather than buy it
Use dressings for dressings I need to do daily on my hand & feet.
I use the paper towels to wrap round the parenteral nutrition bag in my rucksack to prevent mould

I save the bottle tops from my 1000ml feed bottles for a local school science lab.
Use gloves for household cleaning etc
I use sterile field from dressing packs for gift wrapping (really only needed for Christmas and maybe birthdays). I use some plastic trays from dressing packs as a tidy up in the kitchen for washing up liquid and sponges. I use a few plastic pots as measuring cups (only a very small amount). I use sterile gauze for wrapping the line as padding to prevent bruises, which after that I use for cleaning.
Give pots and trays to the local scouts for craft activities
Reuse plastic bags for making individual connection and disconnection packs for holiday/breaks.
I use them for priming the lines
Pots reused for pills and meds through the day sometimes dressing waste bags for small bin libers
Pots unused for painting
Occasional reuse of cleaned enteral syringes for use in crafts (dye-ing) Ditto the small bottles from sterile water handy for taking small quantities of liquid in packed lunches etc.
We use leftover sterile sheets, wipes, dry cloths etc for my partner's stoma care routine
I use waste water syringes for maintenance in my reef aquarium (dosing supplements)
Unused gauze and paper sheets are used for household cleaning & polishing. Some trays and pots from dressing packs used for craft projects. Needle & spike caps collected for art project. Any excess waste bags from dressing pack used for cat litter bags.
Not sure what I would use them for
Husband uses a few plastic trays for crafting. I use the swabs on my tube stomas if needed
Syringes for messy/water play. Excess sterile water, that's no longer sterile, in the garden and for cleaning. Boxes for household storage and for play.
Use tray and pots and tweezers from sterile packs for craft projects
Dressing packs - pot for medications, swabs for dressings. Used to Use clear bags to organise ancillaries
I have sent clean bottles to local youth groups.
Used syringes (after they have been used for the safe number of days) - useful for hydrating plants in hot weather
Any items not used, such as gloves that aren't Sterile I donate to local scout group

2.5 Responses regarding deliveries of HNS prescribed products and ancillaries

Responses regarding deliveries
Usually stock is missing and orders are split due to not enough stock at the supplier
My holiday order was not sent out on arranged day and was sent out over 2 extra and they had 5 months notice
More than one occasion resulted in part deliveries for numerous reasons.

The delivery's have been very inconsistent for a few months with stuff missing eg stat locks,tpn.packs
Homecare company] are my provider and I've found them to be excellent. Friendly, helpful advisors and deliveries are on time and on the due date. Very happy with the service!
Some stock was not available, so had to switch feed, another time it came later, but generally a good service
Too much sent
When I came out of hospital I was not provided with needles to infuse my feed with vitamins
We are supposed to have a week ahead so we don't run into a time we have none of a delivery is delayed but we have not been sent the extra to be sure of this and have had this happen where we had to run IV nutrition less to try and ration what we have to get through the weekend
Never comes in 1 delivery... order is always split for some strange reason.
Sometimes they don't have the stock
Compounded fat bags occasionally missing, not all of compounded bags available for delivery on one day then delivery may take place over 3 days. Delivery day not changed- said did not receive email requesting this
I have my own spreadsheet to keep a record of items I need for each feed
Occasionally short delivered due to production issues
Every delivery has to much or to less.
We are advised there are shortages of stock at times
Homecare company send boxes of IV fluids that I've not requested and do not require.
One bag short on a delivery, did not pass quality checking.
Homecare company has become diabolical since closing Scottish offices. Multiple wrong deliveries of both tpn and anvils. Get too much stock we have not asked for or nothing at all.
[Homecare company] warehouse operatives cannot count, numeracy and literacy are rare talents.
Sometimes receive items I had cancelled
Sent saline I didn't request.
PN feeds are occasionally delayed by [Homecare company].
Excellent service. Helpful, friendly drivers .Delivery always in my window
Ordered 3 bags of multi chamber TPN and received 3 boxes i.e. 15 bags!!!
my PN is off the shelf and delivered in packs of 5. My deliveries are every two weeks, so I need to cancel some deliveries, it leads to confusion and the supplier's pharmacy cancels the magnesium infusions, which I require. It has happened twice fairly recently and requires call them and then waiting in for a second day for another delivery.
Some weeks no delivery text received. When chased need to rebook. Deliveries often get cancelled but not informed unless you ring the company
Some deliveries have been wrong the last 3 months

[Homecare company] are absolutely fantastic, they are the Gold Standard, which all should aspire to. From the customer service right through to the delivery driver. Saying well done, is not a British custom. Moaning and not being part of the solution is fundamentally a British trait.
Missing 2bags needed to wait in next day to
My feed was reduced to 3 nights per week last year. This week it was increased back to 4. The whole time I was being sent 8 feeds each fortnight. They often send ancillaries I don't need and this week delivered 3 times as many off the shelf bags than what was requested.
Products arrive that I haven't ordered, leaving me with a lot of over stock I don't need.
all delivers when planned and additionally sorted out a holiday extra feeding pump
Sometimes we have a bag missing on the delivery , it is usually delivered the next day
Missed TPN amounts and scheduled for alternative deliveries.
Deliveries late or missing bags.
Sane item feeding caps.....also sies not always come on the correct day or spread over 3 days. No communication on this get 1 delivery notification but not all items delivered
After consistently misdelivering to me, I now have absolutely zero trust in my home care company ([Homecare company]) to be able to deliver anything to me as planned. That includes parenteral fluids or the ancillary items I require. There is nothing I can rely on them to safely achieve.
Parenteral deliveries have been dreadful over the past month. They never arrive in the delivery window and I've gone from fortnight to weekly deliveries. Enteral deliveries have been dreadful for months. I can get up to three separate deliveries on my delivery day, or the delivery simply doesn't arrive
However, it has twice been delivered on the wrong day - once a day late, and once two days late. Fortunately, I have two contingency bags.
I received a couple of someone else's compounded bags of PN, second time this has happened in 12 years!
They use [courier] for deliveries. They frequently lose or damage items which I've then got to sort out with the supply company.
Homecare company] send me almost double the amount of sterile water I need every month despite telling them - this is thrown away or given to family.
For one delivery I was due to receive a month's worth of PN, as I was going on holiday, but the extra two weeks' worth were omitted and had to be redelivered the next day.
Assuming this just refers to PN, we had some where they hadn't made it all, so some was late. But no over delivery or wastage recently (have in the past)
Needed an extra delivery as 4 bags for on scheduled delivery, came on another one.
When I order from Fittlesworth they are correct but orders from my surgery are wrong because they don't list the number of individual items. A recent order from the surgery resulted in three orders instead of one but each was missing the correct requirement of a particular item.
Over delivered on some things

Some items were out of stock and delayed, some feeds were rejected at Quality check and delivered a week later.
Just moved to new feed company as moved address, so first delivery was all incorrect despite Nuse and Dietician input.
I'm with Braun and they are fantastic!
Sometimes things aren't in stock meaning I have multiple deliveries. This can be a bit frustrating as I have to be in for all deliveries and I also have to manage my work and childcare/hospital appointments
Missed items off and delivered on the wrong dy.
Came in waves instead of in one delivery
Recently having weekly deliveries instead of fortnightly due to supply of bags.
Odd bag needed to follow as not ready for delivery
I was changed from [Homecare company] when the "crisis" happened 4 years ago to [Homecare company] and they have been brilliant I have never had a issue with them
Some items missing or if we asked not to have they sent anyway
I have excellent service and communication from UHW Cardiff which supplies my TPN
Sometimes split deliveries but they usually tell me.
There was more than normal delivered on one delivery.
Deliveries are not allocated or only part delivered or delivered late.
Attempting to change delivery dates to O slow for holidays had been problematical. To much sent last month nothing sent today.
Having a fair few problems with delivery company not doing correct numbers is of ancillaries needed. Pn is usually correct but there has been issues there as well at points.
Delivery has been "spilt" on occasion - one week coming rather than two - but we've been informed of this in advance.
On 1 occasion I had a split delivery
There's been times when bags have not been ready to deliver on set date - also delivery dates messed up despite alerting of change at least a week in advance - never seem to get a response when messaging
Would have been every delivery if some of the bags were not delayed as no made in time for delivery.
Feed did not make delivery. Extra delivery needed.
I have some incorrect/missing deliveries but mostly following discharge from hospital (still planned deliveries but when restarting them). My regular deliveries when not following discharge have generally been correct. This is for my parenteral feed. I have more frequently had the wrong amount of IV fluids delivered (more often too much than too little though) but this comes with my ancillary delivery not as part of my feed delivery.
Shortfalls on some items eg extra large gloves.
Increasing amount of additional deliveries required
I am assuming the question is asking if correct quantities of feed and fluids is received. Unfortunately, the last 3 months were worse than before. Twice, I did not receive my buffer bag, which I needed as the old one was ruined. In June there were staff shortages and I got put on emergency bags instead of the usual compound bags. Therefore, half of the deliveries from the last 3 months were affected.

I inform service provider if I need less Parenteral Nutrition bags but the message does not always get through. I occasionally end up with waste bags going out of date if they don't action my request to send less.
1 incorrect delivery
Whilst through good intentions, with the healthcare provider wanting to ensure I have sufficient ancillary items they tend to send everything, regardless of what I actually needed. I have an excessive amount of stock.
Very happy with the service from B Braun
Some extra supplies were sent one month and an instruction to reduce the order ignored. Another month only the ancillary items were delivered instead of a full order.
Arranged extra bags for trip away with pharmacist, they didn't send them. Thankfully we were able to receive the missing ones the next day.
Have had a peg for 4 years and Homecare company] have been faultless when I have contacted them.
Deliveries nearly always come in bits and pieces and arrive on different days, i.e. might get giving sets one day and 2 days later get some feed. Or you just open your front door and some of the delivery is there,
not correct when I have missed the telephone order update to check on ancillary products. team have sent what they think but have been missing some items.
[Homecare company] in Harlow can't seem to get my orders right most of the time
I've had some deliveries missing items, some occasions not asked what I needed and other times not been sent what was requested. I have almost at times miscounted myself and required additional orders.
We have had an extra delivery sent when it wasn't requested
Don't always get what we ordered
IV bags were sent without the correct Ambix tubing needed to run them
Sometimes they don't have the stock
The gloves I use have been discontinued and the replacements are impossible to put on in a sterile manner. I have to use my partners gloves which are too big but just about manageable although I do have to bin more than usual as they don't fit me properly and can get in the way of the procedures.
Sometimes incorrect glove size supplied, Incorrect type of Tegaderm dressing, Additional syringes supplied although I did no request these
I find that some items requested do get missed from deliveries
x1 delivery had the wrong giving sets in, however this was rectified straight away and correct ones sent out same day as did not have any.
Occasionally out of stock of an item
When my coordinator is off the ancillary items can be wrong
I have only had 2 full deliveries. One had things I didn't need and one didn't have the things I needed
Sometimes I get items I haven't ordered or items I have ordered are missed off and delivered later.

wrong giving set sent
Has been much better recently, but I have had items sent that I didn't ask for and not received items I ordered (always order by email to try and reduce the errors)
Always something wrong or missing.
Fluids have been delivered one day and Anciles the next day all from the same depot
Missing items, too many items, items weren't ordered including some items which should no longer be on anciles list every order!
Occasional errors i.e. wrong type of dressing, disinfectant swabs in place of disinfectant wipes
Nearly every ancillary delivery is incorrect.
If I miss the call to do an ancillary check then they almost always send items I no longer need or I have too many of. Despite repeatedly giving them a template for such situations.
all asked for was delivered. every month, same time
Sometimes things are put in the delivery that we haven't asked for
Odd item sent wrong, needed replacing as soon as possible as the stock level is tight in the event of needing it added to next delivery.
Some elements not delivered, not getting enough supplies, items sometimes damaged.
We've had instances of wrong quantity, wrong dressing size, items missing.
Still waiting for a couple of specific ancils ordered many months ago. Always get ancils not needed.
We were delivered 200 extra sterile wound care packs than ordered and were told to bin them as if they were collected they would be binned anyway. I was also sent two 2.5kg buckets of disinfectant wipes for surfaces instead of wipes in individual packets for my Hickman line. I donated to a local school
Nearly all deliveries from the homecare company over the past three years for my ancillaries include incorrect items - I will receive things I have not ordered, while some items that I have ordered won't be in the boxes.
We haven't been getting the phone call, and so a couple of times they have guessed what we need, and send things we never use. I have tried to pass on to the hospital for training when I can. I have also tried asking for the items we never use to be removed from the list but it never seems to happen.
Home care company have changed the way they pack ancillary items so often they are damaged, throwing them in a box is not ideal; need to sort them out then check for damage. Understand less plastic but common sense should have introduced a new packaging that safeguards all the separate items and doesn't meant I have to sort them all out. The boxes they send them in are unsuitable in terms of not representing the volume packed, they are too big.
Some items were substituted to different brands or alternative items.
Items missing
Have been sent wrong dressings and always missing hand cream.
They often send things I haven't ordered though asked not to meaning we're over stocked and have to find space to put it, but overall pretty good.
If something is out of stock or not available then it has to be sent on another delivery
I rang up for more needles and asked for someone to ring me the next day and they never did

[Homecare company] supply my ancillary items and they are not always sufficient amounts, or what I have asked for, which results in me having to place more orders. I think a monthly order/delivery/supply would be more environmentally considerate
Sometimes the given sets are missing
Occasionally one item may be missing
Boxes missing or incorrect items sent
An extra night was added to my TPN and to a couple of items ran short before the next full delivery
On the odd occasion there was a missing ancillary item
As mentioned above, I have had to chase or remind multiple times and still end up with not enough empty syringes and others things like that.
We have had lots of issues with missing items of ancillaries. Or deliveries not arriving. Being given items we haven't ordered or that aren't correct which then have to go to waste
There have been a couple of shortages and mistakes. We don't mind but it would have been good to have advanced notice rather than the things just not being in the box, because we could have then asked about alternatives with ordering.
have issues with correct dressing sizes quite often
On 1 occasion I had a split delivery
Despite me phoning my order in it often doesn't contain exactly what I have ordered
Wrong size gloves, why send two sizes bigger when they will not fit and compromise my ability to do my procedures carefully enough. Was told better than sending none!
Sometimes items I have ordered are missing and I have to phone again.
They appear to like wasting products, send wrong items, items no longer used (told them), plastic bags of products that come in boxes.
I have huge problems with getting the correct ancillary delivery - every month I send in the order of what I need and I don't think I have ever received a full correct delivery. I usually get at least 3-4 items missing completely, others with the wrong number (mostly too few but sometimes too many), and other items I have not requested included items that have been discontinued e.g. due to allergies. Sometimes they just send me the full amount of everything regardless of what I've requested or need. I've also had up to 12 months of individual items I haven't requested sent all at once.
Missing gloves in the last 2 deliveries. It's annoying as I then need to stay in for another delivery. PN impacts on freedom enough already without having to wait for unnecessary additional deliveries
Very rarely correct
Some were missing that I needed. Others given which I didn't need
There are very few deliveries that I get everything I order delivered. Often something is missing, or delivered with smaller or larger quantities than I ordered. This is not just the last 3 months problem, but over 2 years problem.

Often get sent the wrong amounts as they have made a mistake on inputting my requirements over the phone. End up with items wasted as can't use them before they go out of date. Sometimes the items sent are not correct i.e. I ordered 90 dressing towels but they sent 70 as it was picked wrong meaning NHS is over charged. I always inform the company to adjust the charging but I don't trust that this is done each time. Sterile items damaged on arrival and wasted due to poor packing of boxes. Company informed about poor packaging techniques in Jan and still not had any changes implemented or complaint letter answered 8 months on.
Have a few issues with incorrect deliveries
Company had shortage of feed
Constant stuff sent not asked for or more than what was requested
Very rarely a single item might be missed. Never anything vital.
I have had items sent in a separate delivery that I did not request
Wrong gloves (non sterile) or wrong size gloves
Items delivered which were not requested. Incorrect number of items sent. items missing which were requested needing additional delivery.
asked enteral feed company not to send feed due to overstocking but was sent anyways
One month we were told there was a stock issue, then they said they would split the delivery. We then got two full deliveries in the month.
They could ideally produce a litre bottle to reduce the hassle.
They always have supply issues with my feed…. Especially at Christmas time when they don't seem to have any at all!!!!!
Deliveries often come through a courier in multiple split deliveries, and often left in unsafe places outside the house
The delivery service drives me potty
When my feed has been changed been unable to return any excess feed that was still in original packaging.
The supplier notified me that the delivery would be late because my gp had not signed off the prescription.
separate deliveries, so unclear always when arriving, if all feeds are being delivered.
Everything was correct but unfortunately regularly [courier] split it into multiple deliveries as all parcels are sent 1 of 1, instead of 1 of 18 meaning they don't have to be delivered together or even on the same day. Some deliveries takes 3/4 days and multiple vans to deliver. However boxes frequently come open (generally at the bottom) then [courier] place then the right way up, meaning you pick the box up not realising and all the bottles fall out or boxes damaged if syringes with them falling out on delivery
Have 60 bottles of water monthly, 6 per pack. When [courier] delivers can be 1 or 2 packs over several days & not put in safe place as specified so left on doorstep in full view of public. Unhygienic, gets wet in rain & breach of confidentiality but never get anywhere with complaint to Homecare company] or [courier]. Supplies once left on doorstep whilst we were on holiday. Some bottles are packed in cardboard boxes, one delivery left on doorstep soaked by rain so badly fell apart trying to pick up. Had to request removal by Homecare company].
Never the same issue.
We get the milk sent by Homecare company] to home, and fill in a form online to say what we need. Recently twice we have then also had a call from the pharmacy to say they have 3 more boxes for me to pick up! So we have loads! The second time I made them send it back, and think it is now sorted.

Some were rejected at quality check so only part delivery and rest a week later
Tried to have me collect 13 boxes each containing 18 cartons of 250ml with no transport from a chemist instead of delivery by feed company.
Half usual amount sent , then one weeks supply in 500ml bottles instead of usual 1000ml
It was reported and a complaint was lodged. The driver was spoken to/retrained and a formal apology was given to myself the patient. Please note it was not me that raised the complaint, but the homecare company itself.
Having a feed that is rarely used I have to got around all the local pharmacies to see who can get it
The company very good informing us re supplies
I asked them to send me less one month because I was in hospital but they still sent the full amount.
I have never had a problem with incorrect delivery. I have had delayed deliveries in the past couple of years but this has only been about 48 hours, or at the worst a week, but It has never got to the stage of completely running out.
My pharmacy has told me that for some reason the supplier has not sent enough enteral feed this month. They are puzzled about it but unaware of why.
There are regular problems with deliveries. We order once a month and it can take several deliveries before you get what was ordered. Current feed is often out of stock so alternatives have to be supplied
Was a delivery while on holiday ready for when home but was soon rectified.
We get 1 delivery from them and 1 from pharmacy (which we don't know who request)
Homecare company] only once sent too few bags of feed but soon corrected the mistake.
I find it really frustrating when the wrong items arrive I have tried to send it back and been told these will just be disposed of. It’s such a waste of money because they have delivered the wrong thing. Within our community if wrong items have been sent people will post them so items don’t go to waste. I have given items I can’t use to our hospital for use in training but they can’t use them for clinical purposes even though they are sealed and unused
Stock is always high and when changed to another type so much is wasted.
I need the smaller 500ml bottles as the 1000ml are too heavy
Bashed boxes and 1 had a leaky bottle. Wasn't prepared to use that delivery due to fear of contamination
Mix up over dates and in one case one bag coming out later than planned
There's been a lot of mess ups lately. Missing feeds, missing ancillary and a ridiculous amount of deliveries. Sometimes up to four per month. It used to be one delivery a month but since the company is now using an outside delivery company it's been a nightmare and really inconvenient.
I've had the my enteral feed missed completely due to supply issues but because there was no suitable alternative nothing was sent instead.
I don’t get the right stuff sometimes - eg moved to monthly bottles and didn’t get the adaptors. Changed buttons, didn’t get the right extension tubes
Supply problems with feed. Initially none sent, then dietitian arranged an alternative. Company then managed to get correct supplies and sent out two deliveries!

The feed I am on had a stock issues so Homecare company] sent smaller bottles but more of them which they asked me first if that would be okay and I was happy with this
I have dairy free feed. This wasn't available. I got down to my last bottle and was worried I wouldn't have any for the next day
Repeat prescription issues from the GP meant that I was delivered less feed that required but the remaining feed was delivered within a couple of days
We had to phone the supply company and complaint was lodged by them. They held and inquiry and did keep me informed as to the outcome. I was given a written apology also.
There have been 'short' deliveries before, but have always been rectified. I've never been left waiting.
There was a national shortage of one of my feeds.
Some of the equipment I don’t use i.e. old feeds after I have changed feeds I take to heads together group to be sent to Ukraine
Frustrating, difficult to plan when you have no certainty in what is coming and when. Communication of changes is very poor and sometimes you just have to work out what you are supposed to do with what they send. Also arrive by multiple different drivers now, not just homeward but also [courier] who leave parcels outside despite being told not too.
They sent more than I needed though. I had to ask them to send less.
Sadly although correct when it was delivered by [courier] it comes over 4 separate deliveries over 4 days disrupting life commitments
Sometimes sent over 4 deliveries rather than 1
I had one delivery where I was sent the wrong syringes, but this was a clerical error by the dietitian and not an error by the feed company.
they sometimes get it wrong. Send the wrong amount
But multiple deliveries
I order supplies online in advance & the reply is always I will be sent what’s ordered. Out of stock not known until delivery day. When back in stock full amount can be delivered over several days & [courier] don’t use safe place, a large waterproof box by backdoor & out of sight.
Online form works well for amount. This may be the wrong time to mention, but the only issue we have is that even if we only have a few of each type of syringe size, they come in individual big plastic bags which seems a shame, all delivered together
Over delivered some had to order extra others
Some items were out of stock so were delivered with next delivery
Dispatch note had correct amount, but not correct amount in delivery.
I always get the correct supplies. I cannot remember a single mistake in the 11 years I have been receiving ancillaries!
Too much plastic items we don't use
YES, I was sent the correct enteral deliveries over the last 3 months
I asked them to send me less one month because I was in hospital but they still sent the full amount.
There are regular problems with deliveries. We order once a month and it can take several deliveries before you get what was ordered. Often issues with availability of syringes and now the PEG button is out of stock
Answer as for previous question.

Drainage bags come in packs of 25 or 50 so they send 50 bags for 1 month
Only one or two items when I had an increase in TPN nights
Most deliveries arrive on or over a period of 2 days after the delivery date.
Due to [courier] delivery services items have been damaged by being forced through letterbox even though they have safe place location
Big issue for me is that deliveries don't come all together. On one occasion, I received 6 different deliveries over 3 different days for what is supposed to be one order ([courier])
Less stock than was needed, never told why just extra deliveries.
I've had all the correct items sent eventually BUT not on the scheduled day - they come in multiple deliveries over a period of 4-5 days, which means they often get left outside because there is no one to bring them in (I cannot bring them in myself and if it is not on a planned date cannot easily arrange for someone to be available) and so the boxes and sometimes the items inside get damaged.
Did not receive the whole allocation due to supply issues
Sent too much
2 months in a row they forgot 4 bottles of sterile water.
Often sent in more than one delivery/on multiple days.
We are sent the correct quantities but they are split over multiple deliveries over a few days which seems inefficient and not good for the environment
There have been 'short' deliveries before, but have always been rectified. I've never been left waiting.
That have had to do the occasional extra delivery as there has been a supply problem
Frustrating, difficult to plan when you have no certainty in what is coming and when. Communication of changes is very poor and sometimes you just have to work out what you are supposed to do with what they send. Also arrive by multiple different drivers now, not just homeward but also [courier] who leave parcels outside despite being told not too.
Sadly although correct when it was delivered by [courier] it comes over 4 separate deliveries over 4 days disrupting life commitments
This was due to prescribing issues from GP that were resolved
Contacted supplier to complain about feed and ancillary items being on different delivery vans arriving on the same day.
I have only received the wrong items once where another patients supplies were sent to my house by mistake instead of my order.
I have a load of small bottles I try to take orally but I hate the limited flavours, especially when they get them wrong
This makes me really frustrated and sad because it has such a huge difference to my son and has a knock on effect with his other conditions from what should be a simple thing that has now been going on for months
Supply is via chemist delivery
Some of my ONS had supply issues and an alternative was not provided. I have also had damaged items because the deliveries from my company come over multiple days as explained above and so they get left outside and if it is raining the boxes get wet and damaged - they are just cardboard boxes with paper sachets inside for some of them so they do not stay dry well.
Everything was correct because I do an online monthly stock check so we only receive what we need. It does come in multiple deliveries over several days instead of all at once though.

2.6 Responses regarding how people dealt with issues regarding deliveries

Responses about how people dealt with issues regarding deliveries
the enteral feed company can uplift it but it is not reused which is a waste
when stuff was missing would call the company and missing stuff would be delivered next day but then stuff would more than likely still be missing resulting in 3 maybe 4 delivery's in a week
We have very poor support of anything goes wrong after hours or on a weekend it is a huge gap
Homecare company] used to deliver everything using their own drivers, but now they use [courier] and it's always split/delayed deliveries.
Often have to call repeatedly. Last week I was delivered saline bags for IV, but two had burst inside the outer bags. They said they'd deliver on Thursday, and I got a delivery slot text that morning. Nothing arrived and it's Monday and I still haven't received anything.
It is an issue if items are missing as I then have to wait in for another delivery
I learnt at early stage of home tpn, that delivery didn't match up with what I needed. After two months, I created my own spreadsheet which worked out orders required for each feed. This limited waste and my tpn stocks are organised.
It is ongoing am so used to it you know there's no point in moaning
arranged uplift to reduce waste
Try all options open to me, I really care about the issues with missing or wrong products as it causes stress in having to sort them out and them more waste and extra deliveries. If there are stock issues why don't they tell us instead of waiting until we tell them when things are wrong or missing. Communications are really poor, this leads to lots of issues with the company and waste.
A number of very serious complaints have been lodged including quarantined TPN being delivered to my house due to procedures not being followed.
When I explain why it is important to get the correct type, they do their best to keep stock for me so I don't run out but often they can't get it from the manufacturer so then I have to make do with not having it
I used to ask for a complaint to be raised but have given up as there is never a good reason given for mistakes, nothing changes and no improvements are made! Doesn't seem to make any difference if I include clinical team in email so have stopped doing this as well.
Some incorrect ancillaries have been accepted back by the supplier. Over-delivery of Multi Chamber bags seemed to be ignored.
Most frustrating current issue is to get pump serviced. Due 2023 and still I am battling to get my pump serviced.
When there is an issue, the communication channel to [Homecare company] is two way. Pleasant conversation but such a long while since an issue. If there has been [Homecare company] are not frightened to let you know, nor hide behind the not answering communication.
Company rang me to tell me I had missing items
Supposed to have a complaint open with them but haven’t heard anything for 2 months
have a good relation with the pharmacy - they deliver

[Homecare company] ring us if there are going to be any problems with TPN deliveries
Mixed replies as my responses to it changes when nothing changes and you're told its part of what we they have to do, or can do.
Homecare company] are good at sending items that are missing i.e. damaged in transit this doesn't happen often tho
I tell the company they log a note, nothing happens
I went through a phase of writing a complaint letter every time a delivery went wrong. This turned into a weekly event. This made no difference to their service, despite their words about learning from mistakes etc. It was also frustrating because of the habit their complaints department has of avoiding the issues to hand. So, I stopped writing the letters, and I started to ignore the problems instead, because the letters didn't appear to make any difference except to depress my partner and me. [Homecare company] service continues to deteriorate, seemingly with impunity.
They promised to rectify the problem but that hasn't happened.
I spoke with my hospital team which couldn't offer any advice, spoke to [Homecare company] themselves at a forum locally then impossible to contact [courier] who they use to deliver
The company prefer to send the missing items along with the feed bags the following week, but in cases of urgency will send a courier.
The delivery problems are not fully covered here. More than one delivery on a day. Left outside or in the wrong place, needs replacing. Waste generated not by us but by the company in many circumstances.
For PN usually go direct to [Homecare company]. For enteral, tried company and gosh team and had to go back to local dietician in the end. We don't usually have issues with enteral though luckily
Ticked 3 options as over time my approach has changed to this. Company just say it is now what we do, sorry if we got something wrong but repeat errors. Clinical team do not appear to realise they should be acting on this to save the patient time and effort in correcting it while attempting to save the NHS money! Now ignore it unless a major issue, stop blaming Brexit and Covid!
I need to tell the surgery to make the change on their list but I've been away and haven't yet had a chance. I always used to order directly from Fittlesworth but it has become more difficult to get through. I can't do it in line despite many tries.
Excellent service
I contacted [Homecare company] it and they arranged a collection for the mistaken order
Also raised the issues with my dietician who says they are fully aware of the issues
I was made aware of the shortfall and then if the date of the next delivery
There was a stock issue with sterile water. I need 30 bottles a month. I got sent 1 bottle. I contacted my company who sorted it out very quickly.
I phoned the Homecare company about the wrong feed delivery and they lodged a complaint. Sent me the correct feed and the other patient whose feed I had received. They followed up by retraining the driver and issuing me with an apology.
I am unable to carry the larger bottles of feed so I spoke to my clinical team to arrange delivery of bottles to decant the feed into - yet more plastic.
I then ordered much less in future months to try and correct the problem
On every occasion I have had a delay the company has rung me to ensure I had enough stock. They also gave me contact details of a local care home that uses the same products that I could obtain backup supplies if needed.

They were actually the ones who alerted me.
[Homecare company] seem to have a policy of not taking the patient seriously and seem to have an attitude that I don't know what I'm doing or what I need. For example they will question why I need or don't need an item. (I have been on HPN for 19 years)
The missing items were delivered 2 days later
Spoke to GP they didn't understand the prescriptions, arranged with pharmacy not to ship any unless we ring and asked for it
the Clinical team told me about it and informed me of the solution
Told to throw it away
I email or see the chief nurse in charge of the local home delivery team from my care provider
I was getting nowhere talking to the company so waited for one of my clinical appointments and mentioned it to the doctor.
No one cares about the couriers who dump products on the doorstep, even in the rain! Such a waste, they just re send it, more impact on the planet and landfill.
[courier] delivery problems from Homecare company] have been on and off on going for over 2 years. Hence I changed nutritional delivery's via my pharmacy delivery.
I tried being responsible and trying to resolve the issue and contacted those ticked above. In the end I decided not to do anything as it is time consuming and I feel a nuisance in by trying to solve the issues and prevent waste and extra deliveries.
Delivery company do not respect what they are 'dropping off' - its just a parcel to them.
Honestly it does not appear to solve anything, no one takes responsibility and I endeavour to sort it out but pointless.
PS - I have to contact my homecare company every delivery to sort out issues with ancillaries re missing/incorrect items. I have had contact with my local pharmacy just re supply issues to find out what will be back in stock. I have spoken to my clinical team re supply issues mostly especially where I have not had alternatives to discuss a plan what to do, and the homecare company or pharmacy in some cases has also automatically contacted my GP.
Any shortfalls are supplied quickly when requested. We also keep a 2week buffer of supplies.
The company are very responsive which is really good
The hospital spoke to the homecare company, but there is no real change. I started raising complaints with the homecare company, yet they are not even logged and although I asked for explanations and what they are doing to improve the situation, I was given no explanations and clearly, no improvements are visible.
Email both home delivery company and healthcare team. Usually have to call to home care delivery to resolve issues faster.
Difficult time with supply issues that took a lot of sorting out. Identified an issue that the delivery company are unfamiliar with the feed (that they have been supplying for about 20 years) and did not know that the two feeds supplied are actually different feeds, and not just different sized containers of the same thing (Enteral feed)
The dietician sorted it out to get a different feed until my usual feed was available. I now have an abundance of feed in my tiny house
I think that [Homecare company] send items that are not needed do they can bill the NHS. My last delivery was not requested so the driver came to my house unnecessarily

I was concerned that the other patient who's things I had then wouldn't have enough of what they need so rang to let them know so that person could get what they needed.
I prefer email as can keep track more easily of what was requested when, but they prefer to phone me
Having issues with the deliveries being left in the street, nowhere near our flat.
Things were rectified.
I rang and was told that orders would arrive when stock was in.
Complained to [Homecare company] - they just blamed [courier] for leaving outside. Labels print all personal details on so when left outside my patient confidentiality is breached but apparently it's ok. Told was supply issues so just have to put up with it.
They were fabulous and sorted it out.
I no longer bother submitting complaints about deliveries as nothing improves or changes.

2.7 Responses regarding unplanned deliveries

Responses regarding unplanned deliveries
No problems
I was sent a months worth of feed that was out of date and used it for a number of weeks then had to get more sent out to replace it.
TPN all came too warm had to be replaced by the company
Rearranged deliver date as on holiday and they delivered 7 days early than arranged with [Homecare company]
Any problems I've had I've spoken to supplier and rescheduled
x1 bag of PN was a funny colour so had to send photos and return bag, Bag was replaced. x3 boxes of Enteral feed left on doorstep for three days unattended as was on holiday therefore needed replaced as was unsure whether it had been tampered with as cardboard box had disintegrated and was insight of pubic and easy accessible.
Had to cancel a feed that was being sent to me on the day because they said my feed wasn't available but it had already been delivered. So frustrating and such a waste of time.
Tpn not being delivered at the correct time but instead being delivered to my door at 12:50AM
Oral supplements arrived that I no longer use and haven't needed for over a year .
Your TPN has missed the van, I forgot to arrange transport, can you manage without!
They failed to deliver (no explanation). So arranged for the next day (a Saturday). But failed to deliver again (again, no explanation). So arranged to deliver for Monday but that failed again. Eventually delivered on the Tuesday. Also recently got sent a new pump that was faulty.

Not fully sure the correct one but no unplanned deliveries because of damaged items as thankfully still had enough for not to bother with replacing. As it also bothers me that [Homecare company] send items individually like different size syringes, so for 1 damaged syringe they would have just sent that 1 replacement in a bag which would be likely to be damaged again. Plus waste of delivery cost, bag to package it in when thinking of the environment
See above. Note - have water enterally, not nutrition.
They kept missing fluids off the ancillary order and had to delivery 3 times in a week last month
Split delivery due to quality issues
Nope
I have had NO unplanned deliveries in the last 3 months. I find the style of answers given above confusing as a yes or no answer sounds like something was wrong. Nothing was wrong in the last 3 months.
not all in one delivery - so many different ones
We seem to be having weekly deliveries recently as bags have been missing
But I have done in the last 2 years, many times. Not enough sent or incorrect feed etc
Technically not incorrect or damaged by delayed.
Bag of brown TPN bag thankfully I took a photo of it and got another bag delivered
excellent service from UHW Cardiff, never had a problem with supply of my TPN since they took over from [Homecare company] during covid.
Only due to split deliveries needing g more to be delivered another day
Pn turned up and one of the bags had leaked out so I had to have another delivery to replace the missing one. Constantly having to have extra deliveries because they haven't manage to make the pn in time or extra delivery for the extra fluids I order for prn not coming on my delivery day
Extra bags as full quantity not ready for scheduled delivery.
Wrong deliveries, wrong feeds, fulfilling what was needed/ordered
Feed bags needed replacing due to fridge issues
Replacement for leaking feed bag.
I have had lots of extra deliveries for PS - in one case I had deliveries every day of the week before they managed to get all the feed to me that I needed, all the extra deliveries were done as 'emergency' same day deliveries which is not very good use of resources, especially as they still continued to get it wrong every day. EN - I had extra deliveries once items that had been out of stock came back into stock, before my next monthly planned delivery
I was sent all clear bags of PN with no lipid bags. The polar speed drivers handle the bags upside down by the ports snapping the sterile connecting port off. Bags were arriving dirty as were taken out cold boxes on the street and left on top of a dirty roadside electricity box till driver gathered them also exposing my confidential personal details i.e.. Name and prescription on front of bag
I had emergency deliveries for the missing buffer bags and also for the ruined Hartman's bags (due to heat). I am still awaiting for the emergency MCB replacement due to the bag being ruined by high temperature.

I make do or ensure I have 2 buffer bags in at all times to combat this.
Yes. After sorting out feeds due to the supply issues, an extra delivery of one feed suddenly appeared with no notification!!
Had a couple of split bottles of feed that leaked every where. I'm convinced this is due to [Homecare company] using outside delivery companies rather than their own delivery drivers like they used to. [courier] are usually OK but some drivers just fling the boxes about without considering what's inside.
Bags missing…
[Homecare company] do not package items correctly anymore causing damage. Supermarket shopping arrives in better condition! Independence direct provide dressings and always packaged carefully and safely
Supply issues
No issues
It is a struggle to get this sorted and delivered.
this has happened many times
No unplanned deliveries needed
Needed tubing that wasn't sent with usual deliveries
If [courier] deliver it often gets damaged
once sent wrong IV giving sets. Homecare company rectified straight away and sent correct giving sets out same day as had no spare ones. I asked for spare ones in case happened again. No further issues.
Unplanned deliveries almost weekly due to incorrect orders being received or incorrect anvils being received
Items sent that I did not request
Required me to block out an extra day each month until I was given the 2 hour slot at 7.00 on the morning of delivery.
Items missing. e.g. requested 2 packs (20) of cling film and just 2 pieces of cling film was received. Box of antiseptic wipes 2% requested box of non 2% sent. Children's (teddy bear) dressings (150) for pic line sent. I don't have a pic line and (I'm not a child) but a Broviac line. Company would not accept return so they went in the bin!
I do usually have a healthy stock of ancillaries which has helped avoid being left without when issues have occurred with missed items in deliveries - which there has been.
[Homecare company] had a habit of ignoring my requests for ancillaries and sending their random choice of ancillaries instead. So, sometimes additional deliveries would need to be arranged to sort this out. I put 'had', because I hope to have complained enough about this to have been able to find a solution. Not betting on it though.
This was to replace incorrect size of PICC line dressing.
Sent someone else's supplies and they received our supplies.
We didn't receive any ancillaries one week so had to gave an extra delivery (I only realised when we ran out, as hadn't received a schedule this year)
Mostly their errors causing the extra delivery. One occasion it was a leaking bag.

I have not had a phone call in the last 4 months to order my ancillary items. I have just had a guessed delivery which has always been wrong so had to ring up and order what is missing then wait in another day for these to be delivered . Plus random items being delivered when not ordered and not on normal ancillary delivery date. This has been like this since Christmas 2023, no idea what has happened since then as they used to be excellent
I did NOT have any unplanned deliveries over the last 3 months. How many different ways do you want me to answer this question?
But many times over the past 2 years - I have boxes and boxes of incorrect items in my house.
items not sent as I requested, meaning I had run out and was sent an extra delivery for 1 emergency item.
Had to request replacements for damaged deliveries.
Received wrong items (probably for someone else). Items were supplied on the next scheduled delivery as they weren't urgently required
dressings have been posted out to me by mail
Where the wrong item was sent
Extra pump as feed bag leaked over pump. Granted not anyone's fault but additional delivery.
Wrong items sent, repeatedly.
My ancillary deliveries are meant to be monthly but as they get it wrong every month and miss items I almost always have to have an unplanned delivery to send the missing items to me before my next delivery. However, my feed deliveries are weekly, so usually it's possible to send the missing ancillaries at the next weekly PN delivery rather than a completely unplanned delivery, however I have had once or twice when I have had to have extra deliveries.
As I've said above missing gloves so I couldn't do without - but having to wait in for x2 deliveries in a week is annoying
I try to avoid this as much as possible, however, when items are missing, they happen to be missing for the ones that I hardly have any stock left.
Damaged sterile items from poor packing techniques sent out via post. I ensure I have plenty of spare stock to stop this issue being charged to the NHS as the company just charges them. They are in a win situation. Damaged stock is reordered and resent out so just more sales for the company.
Day after my normal delivery I had some flushes delivered I didn't request
Faulty giving sets.
No issues
Items missing which were requested. Needed 1 additional delivery. Also items were posted.

2.8 Responses regarding incorrect or damaged items

Responses regarding incorrect or damaged items
A huge amount of waste with enteral feed, terrible for environment and waste of money. feed companies should be able to reuse untouched feed. they also need to action patients requests when not wanting certain items. sometimes my usual monthly delivery is delivered in 3 or 4 batches throughout the day which is again bad for the environment and an inconvenience to the person receiving the delivery as we have to stay in the house and just assume more will come.

apart from delivered by [courier] it comes over 4 separate deliveries over 4 days disrupting life commitments no problems.
I have run out of stock completely and had to go 4 days without which I feel is unfair when it's the only way to survive.
Regarding delivery of my Parenteral feed and ancillaries there have been some that have not been ordered but has been resolved very quickly. The delivery drivers always careful with my boxes overall I am happy with the service I am receiving.
I have got to breaking point with feed and feed deliveries on many occasions with them not sending the feed
I have been trying to get sterile latex gloves my parental supplier claim they can't get any. My hospital are of no help either so have been doing my protocols minus sterile gloves!!
This survey need to be improved so that once one has selected eg parenteral nutrition the questions about enteral feeding etc can be skipped
No advice given from enteral feed company therefore disposed of appropriately.
it infuriates me that so much goes to waste because of mistakes
So much goes to waste because of inefficient systems. Items delivered incorrectly can not be sent back to be reused, so it's destroyed which is so wasteful. If items can't be redistributed they must be better at sending the correct/requested items.
It depends on what the items are, some things have to be returned others wasted or re used.
It has only been recent the local authority have taken clinical waste separately -prior to this all items went into general waste.
Previously I have given items to pharmacies collecting for Ukraine. Eg bags of iv saline near expiry
I don't think the companies are bothered about waste in terms of cost to the NHS or the environment. I would like the system to penalise the companies for incorrect delivery of items / damaged items. Maybe if they were unable to charge the NHS for items sent but not requested, replacement stock if damaged or additional delivery costs for replacements or missing items they would start to take this seriously. I recently had someone drive virtually the length of the country to provide missing dressings! Surely they could have been sent out on a routine delivery the next day. I would also love to see payment from the companies when an extra delivery is made where the company was at fault - this could perhaps go to a charity like BAPEN or PINNT!
Live in Wales where recycling is the acceptable norm
During my 15 years of receiving TPN home deliveries I have experienced service from just two companies, [Homecare company] and [Homecare company] Transcare. Both companies gave a reasonably good service with few complaints and certainly no major issues. Staff within the phone centres have always been very pleasant, polite and helpful. Drivers for the carriers used have mostly been punctual, reliable, friendly and polite. Occasionally, when a new or temporary driver has been used, they have arrived at my property without the key they need to access the storage area, but the number of occasions could be counted on one hand. The one criticism I have with the current service provider is the Daily Set they use to supply the basic ancillaries. Although it is extremely useful and convenient for the patient/carer to have the majority of the ancillaries in one pack, it in itself, creates additional waste because most patients' requirements differ. Within the Set there are 8 items which I don't have any use for, and 4 other items of packaging created purely to pack the sets. All of these items are destroyed or recycled every time I connect up.
When I've had items I don't need I've asked for them to be collected on the next delivery. But was told they cant do that so I have to bin the items instead
Oral supplements provided by the hospital due to pharmacy having supply issues for specific flavours.

Over the last year or so, I have tried to resolve issues as they arise with [Homecare company]. It has been a depressing experience for many reasons, eg: the hopeless Patients Safety and Complaints Improvement Team; continuing deterioration of their service; inability to follow their own procedures; lack of communication with patients. This is a by no means exhaustive listing….. It is not easy being on TPN. It has been made a lot harder by having to constantly second guess what is likely to next go wrong with the performance of the homecare company that is delivering my life support fluid and equipment. This has led to me suffering from severe mental health difficulties for the first time in my life.
So stressful given I have provided clean, safe, waterproof box for full amount of monthly delivery because where I live we have squirrels & foxes & no doubt rats on our property as well as cats. [Homecare company]'s own drivers leave as instructed but [courier] just nightmare. I'm unable to take supplies in myself so left out all day. Nor am I able to get to door to ask driver to put in safe place despite this being on their app in first place. Quite often items left on doorstep before ringing doorbell & driver back in van on his way. Complaints of breaching confidentiality have never been fully addressed. Items left with 2 neighbours in open packets so they now know I have a heath condition requiring such items & this is not information I wanted to share. If I could afford a solicitor I would but taking on a multinational company beyond! Medical supplies should be kept clean & confidential. A few years ago my whole order was left on the doorstep of a local nursing home. I have never been in a nursing home! The only reason we found out was because my husband's phone number is on the label of each item. Is it not a basic human right to have confidentiality respected regarding medical issues?
I have had problems in the past with the wrong things being sent. As it can't be returned, it's wasted. I have donated to collections for Ukraine in the past. Even worse it that the company will not admit it if the mistake was theirs. I cannot keep more than a minimal buffer stock due to living in a very small house. I monitor my stock usage/dates and orders very carefully as a retired RN.
Our first month on parental feeding was June. The first delivery came at 6.30pm on discharge day, and contained no giving sets. Thus, the patient had to wait around 2 hours while the nurse endeavoured to find another nurse with stock in the car, as the depot was closed. In total, 8 essential items were either missing or insufficient to last a month (we are only supposed to order every 4 weeks). It took a further 2 emergency deliveries in the first week to amass all that we needed. Some of the prescription items had been under-calculated. No contingency stock was provided, and it has taken me the best part of two months to get a complete set of kit to last for the specified extra fortnight, now that I am administering the feed myself (I am the patient's wife) and so I no longer have nurse visits to help me deal with this. This was supposed to have been provided from the start.
It makes me feel cross that my NHS trust is having to pay so much to the homecare company who's wasting precious money/funds on sending too much or the wrong items so often. And I often feel guilty regarding how much I have to throw away, even tho it's not my fault.
I have been reporting issues with my PN deliveries for the past three years, both directly and via the hospital. These have been escalated at times to the team leader. However, there have not been any improvements. While most of the time I can hold on to additional items for future use, it pains me to think about the money wasted in redeliver when items are missing. It is also very stressful for me to have to sort out.
Receiving items we never use is frustrating, and having to put them in household waste even worse. Wish there was a better place to send them. It happens more often than I would like
Depending on the item, household waste may be suitable. Leaking PN bag, empty fluid and return bag and giving set on a scheduled delivery. Give away where appropriate.
Returned damaged food pump to company - they collected

Stock levels seem to be a problem on ancillaries. Quality issues on compounded bags happen but it's a pain when I have to be home for another delivery.
[Homecare company] do a good job
In the past when I have had incorrect ancillary items from my previous provider ([Homecare company]) I was told that they could not be returned or given to anyone else and I should just dispose of them in my household waste
I have been receiving enteral care for 11 years. The Homecare company ([Homecare company]) have been EXCELLENT! My order is always correct and apart from the one recent mistake (and it was a genuine mistake by a driver), I can't think of any incidents where there has been a mistake.
There was a time when the couriers [Homecare company] was using to deliver my order did not like delivering to my door. Because I live some distance from the road, and I am on the first floor, up a common stairway, requiring access through the main door via a keypad call system. The delivery consists of several boxes that are quite heavy and not robustly packed. Often the delivery was damaged, dirty boxes (having been dropped in the mud) and wet if it had been raining and sometimes the delivery was abandoned at the main door blocking it for the other residents and requiring me to carry them up to my flat. I would find this difficult due to my physical problems. The main problem with the deliveries has always been the condition in which they arrived. Boxes have always been beaten up. Thankfully it is rare for the boxes to be ripped open. I now often get them double wrapped. The couriers do not know that they are delivering vital medical supplies and ignore the 'treat as glass and right way up' symbols on the boxes. Since moving to a different courier this has much improved. I think that the general standard of couriers these days is very poor. They expect ONE man to deliver many packages in the back of a van with no shelves or compartments where they get very bashed about. They rarely use a trolley to help them get to the main door from the road. I feel sorry for the workers, but at the same time I feel that my order should arrive in the same condition that it left [Homecare company]. Another problem is having to wait in for the delivery to arrive. I am not given a time for delivery, so I could theoretically be waiting in all day. I have asked that they leave it outside my door if I am out, which mostly works very well but it means that someone else has to be in one of the other flats of my block to let the courier in through the main security door.
[Homecare company] are very helpful if ever any discrepancies in order and also advise what to do if need order changed eg different size syringes
I feel at times extra stock is included if they feel I've not ordered enough! I count stock fortnightly to ensure we're not short or over stocked so this is unnecessary.
Over the past two years I have been told that any item I have been sent is then not able to be taken back by the company or used, even if still in the box and untouched and it must all go to landfill. I have boxes and boxes of items I no longer use but they sent me incorrectly that I'm keeping just in case because I don't want it all going to landfill.

Some months ago - earlier this year - I began having a problem where, instead of delivering my enteral feeds in the original [Homecare company] boxes of eight, Boots would bring them in a plastic crate which they then expected me to store. I told them it wasn't good enough because they are marked as "must be kept upright" and yet they were just arriving having been chucked into the crate willy-nilly. And also, I am not strong enough to move a crate of a month's worth of bottles safely around my home. Boots said that if it happened again the following month they would speak to the supplier, and it indeed happened again - it made no sense to me as I knew [Homecare company] would still be supplying them in the normal boxes, but there is a pharmaceutical wholesaler between [Homecare company] and Boots, so I thought the problem likely originated with them. We never did get to the bottom of it but Boots know I need them to be supplied in more small boxes for them to be moveable, and if they don't have the small boxes they will put them in their own carrier bags. Also, once around the same time I received a bottle where the neck was dramatically kinked - it looked like something had gone wrong during the factor process. I took it back to Boots and explained that as this bottle needed to hang upside down on a feeding pump, this was going to cause problems, and I think they just took it back but I know they didn't replace it.
I think the process of ordering and receiving ancillary items should be streamlined for long-term patients or those having TPN daily/multiple times a week. Weekly ancillary deliveries are unnecessary, but there seems to be a policy of not supplying items to last more than a week. Original packaging and boxes are split, with small amounts of items such as pre- filled syringes and giving sets put into plastic bags or even worse loose in a giant cardboard box. These should be supplied in original packaging anyway to lower the risk of contamination.
When deliveries are made by [Homecare company] the com in one delivery on the date specified but if they are delivered by a courier [courier] the are often split into delivery over three days meaning great inconvenience and insecure parcel security
I do get the impression that sometimes the personnel working for the supplier are under a great deal of pressure
It’s really disappointing the amount of supplies that are wasted and those cost of this. The difficulties getting flavoured medication for children is huge especially those with special needs that can then lead to oral aversion which is so harmful in our children.
Home care company are very helpful.
No advice given in respect of what to do more of what not to do - don't return them to home care company.
Told to look at a charity who accept products and plastic items for people to request if they need them. Unsure if this is safe or allowed. Have donated feed to people collecting for abroad etc.
I do not like to follow the advice to return stock knowing that it will just be destroyed. Instead I give my PS supplies back to nurses where I can find ones that need the items I have. EN I know more other patients that use similar items so where it has been e.g. bottles/giving sets etc I have passed them on to other patients or if I know for certain they use the same feed then I have passed this on too (not when damaged but if incorrect or no longer needed by myself). If I can't do either of these, I have looked at places like Skiggle or charities for abroad that can use products, or ways I can use items for other purposes. Only if I can't do any of this do I throw it away or return it.
So much waste in general. Dressing packs contain a load of things that are rubbish to start with. It would be good to know what exactly is recyclable and what isn't.
Due to lack communication we ended up with a fridge full of feeds that most soon went out of date and had to be binned
Delivery company are not very pro active when it comes to notifying us of shortages. Normally the first we know is when an order arrives without expected items. (This has been constant the whole time our son has had feeds from this company - around 25 years!!).

In the past when wrong items have been sent I've been told to put them in the bin. I've donated them to our local Ukraine hub as it's such a waste to throw perfectly good items away.
I think [Homecare company] could do better
I am incredibly happy with the service provided by my company. Apart from the one instance mentioned above, I always get the correct feed and ancillaries