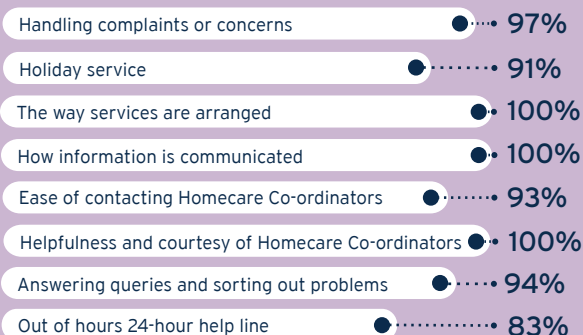


# Survey Results

As part of our ongoing commitment to delivering a Homecare service that gives patients the confidence, support and reassurance they need to live with parenteral nutrition at home, we recently ran a survey with our patients to discover how well we are meeting those needs.<sup>1</sup> We asked 61 patients receiving HPN in the Republic of Ireland (ROI) to take part, and 19 responded. The results below summarise the responses of these 19 patients; note not all 19 patients responded to every question.

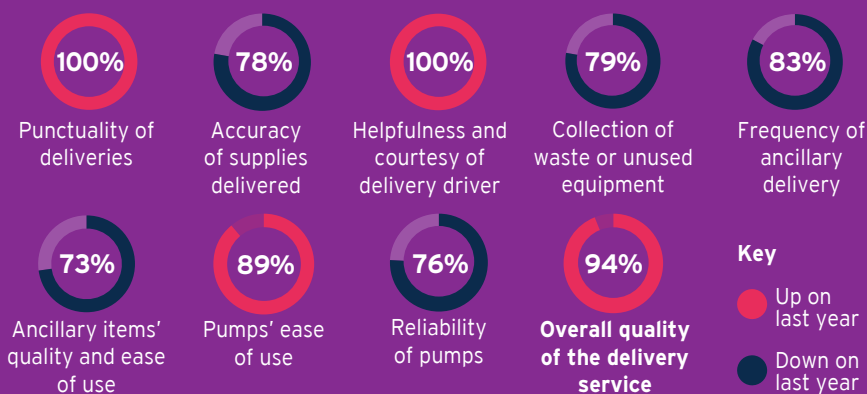
## Patient service

Percentage of surveyed patients who are **satisfied** or **extremely satisfied** with



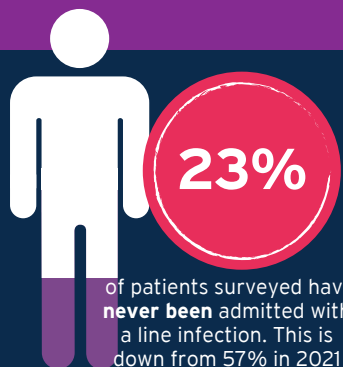
## Delivery service

Percentage of surveyed patients who are **extremely satisfied** with:



## Nursing service

**100%** of our surveyed patients are **extremely satisfied** with:



**100%**

of our surveyed patients say their lives have been **improved** by the Fresenius Kabi Homecare service.

**94%**

of our homecare patients surveyed are **satisfied** or **extremely satisfied** with our service.

## 24-hour helpline

Percentage of surveyed patients who are **extremely satisfied** with:



*Professional, helpful, accessible and wonderful service to enable us to live well despite TPN.*

**100%**

of the surveyed patients and the carers would be extremely likely to recommend Homecare to a friend or family member.

*Fresenius Kabi have helped instil confidence in my ability to do what I do as a carer from home. The staff we deal with are kind and courteous in what can be a daunting time.*

# We asked, We listened, *We changed*



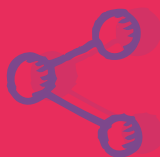
Below outlines a number of changes Fresenius Kabi plan to implement over the coming weeks/months



A newsletter will be circulated to patients and their carers **every 4-6 weeks** to provide service updates.



A pictorial ancillary guide will be circulated to help ensure the **right product is being ordered**.



New internal process will be implemented to ensure queries are **answered in a more efficient and effective manner**.



The possibility of introducing more **routine nursing reviews** is currently being assessed



Internal training to be completed with the staff covering the **24 helpline** to ensure queries are dealt with in a more efficient and effective manner.