

ACHIEVING LANDMARK IMPLEMENTATION STANDARDS IN SOUTH EAST LONDON



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Abstract:
Contract Managers Karuna Jones and Dave Reynier recently completed the complex transition of 8 major hospitals and a community programme to Abbott's services. This article details how the team delivered a three-month implementation in just two.

Abbott has a strong track record when it comes to implementing home enteral feeding (HEF) contracts. Our most recent success raises the bar and represents a landmark achievement in terms of scale and complexity - as well as rising to the challenges of an accelerated timeframe.

In Quarter 4 of 2025, the Abbott Nutrition team completed full mobilisation across eight major hospitals – including King's College Hospital, St Thomas', Guy's and Evelina London Children's Hospital - alongside a community programme under the South East London HEF contract awarded in August 2025.

While industry-standard implementations typically take around twelve weeks end-to-end, there was a requirement for this project to be done in eight weeks. Through careful strategic planning, clear communication and close collaboration, the team successfully achieved their 'go-live' date within the tighter window, with no disruption to patient care.

PARALLEL WORKSTREAMS

To meet the shortened timeline, the implementation was structured into two dedicated workstreams - hospital and community - working in tandem to deliver a smooth, coordinated transition on both sides.

Across the board, the project required large-scale equipment and product changes, detailed logistics planning, comprehensive patient communications, and the delivery of training to over 3,500 nurses and healthcare professionals, as well as community patients and carers.

Hospital Transition Team

Led by Contract Managers, Karuna Jones and Dave Reynier

Given the scope and pace required, both Karuna and Dave served as key contacts for NHS colleagues throughout the process. Supported by an experienced transition team, they led a proactive, hands-on approach to the replacement of legacy devices with new Abbott equipment, ensuring seamless product transition and supply chain continuity.

Close on-site coordination with clinical leads and ward managers maintained strong stakeholder alignment and enabled the rapid resolution of any challenges that arose.

This attentive and collaborative approach helped to keep the project on schedule despite external delays.



Karuna Jones
Contract Manager



Dave Reynier
Contract Manager

Community Transition Team

Led by National Nurse Manager, Jackie Swannick

Jackie led the community transition with a strong, patient-focused approach, ensuring existing patients received clear, direct communication and reassurances that their care would continue uninterrupted.

Home delivery coordination was managed efficiently, while nurse-led training was delivered to approximately 780 patients, working closely with local support networks to assist more vulnerable patients. Community healthcare professionals were trained across the area ensuring that they were confident to support patients as they transitioned to the Abbott feeding system.

During this time the Abbott Nurse Advisor service facilitated safe and efficient discharges from all of the London hospitals whilst working closely with the community teams to ensure existing patients were clinically supported to prevent any unnecessary hospital admissions.

Jackie wanted to specifically thank Senior South Nurse Manager, Louise Mactaggart for overseeing the community transition and maintaining regular communication regarding transition progress to all key stakeholders.

This structured and supportive approach ensured community patients felt informed and confident throughout the transition, contributing significantly to overall success.



Jackie Swannick
National Nurse Manager



Louise Mactaggart,
Senior South Nurse
Manager

NO COMPROMISE ON SAFETY & QUALITY

Safety and quality underpinned every stage of the mobilisation. With compressed timelines and multiple hospitals transitioning simultaneously, the Abbott team implemented robust risk management and reporting processes. This helped to ensure ward-level equipment swap-outs and product transitions were conducted safely and efficiently, without disrupting continuity of care and service operations.

DETAILED TRAINING & ENGAGEMENT

Approximately 350 structured online training sessions were delivered by 34 experienced Abbott trainers over several weeks, ensuring all hospital ward and community staff were fully prepared to use the new equipment safely. Additional on-site courses took place in hospitals, while the Abbott Nurse Advisor team provided training across both community and acute care settings. Altogether, more than 3,500 healthcare professionals received training.

A live SharePoint system provided NHS colleagues with real-time access to training records, product information and guidance.

A FOCUS ON WASTE MANAGEMENT & SUSTAINABILITY

Sustainability considerations were embedded throughout the mobilisation. Abbott worked closely with hospital teams to integrate the new service into established protocols and optimise each site's resource and waste management, ensuring that even with high ward usage, no acute feed products were wasted.

Waste reduction, recycling and sustainability practices were also emphasised in training, and supported by posters and signage on the wards to encourage ongoing good practice.



The Abbott team were consistently praised for their high levels of professionalism, clear communication and seamless coordination across the parallel workstreams.

The successful mobilisation of the South East London HEF contract demonstrates Abbott's ability to deliver large-scale healthcare service transitions reliably and efficiently, even under significant time pressure, without compromising on safety or quality.

This achievement reinforces Abbott's reputation as a trusted NHS partner and sets a clear benchmark for future service implementations.

Footnotes:

HEF - Home enteral feeding