

# 2023 IN NUMBERS ARTICLE



**Author(s):**

Michael Kennelly

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**Abstract:**

We take a look at last year’s numbers and statistics to provide a snapshot of the remarkable achievements and dedication of our teams in 2023.

With surges in patient communication and engagement, increased numbers of registered patients and a growing rate of patient orders, we've seen impactful progress from all our divisions contributing significantly to both patient care and sustainability.

This article takes a deeper look at what 2023 looked like in numbers for our teams.

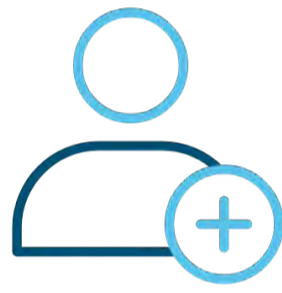
As we continue into 2024, we took some time to reflect on the profound impact of the past year and the continued dedication of our teams across all divisions to enhancing patient care and environmental sustainability.

2023 was marked by remarkable achievements. We saw a big increase in the number of patients registered with our Hospital2Home service, and with that saw a significant rise in our patient interaction, support and care across both our Hospital2Home and Abbott Nurse Advisor Service. Our warehouse team have also been exceptionally busy with over 1 million parcel lines shipped last year. And to top it off, we have made some significant headway in our environmental targets, with more to come in 2024.

This article takes a deeper look at what 2023 looked like in numbers for our teams.

## Patient Engagement and Care

In 2023, we experienced a surge in patient engagement and started to see a big increase in communications with our patients and a large volume of significant patient contacts, demonstrating our dedication to personalised care and communication with the patients we serve. Notably, we began to see a surge in face to face visits and training with our patients as well as a big uplift in patient orders:



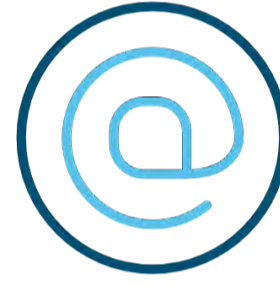
**10,446**

New Patients Registered



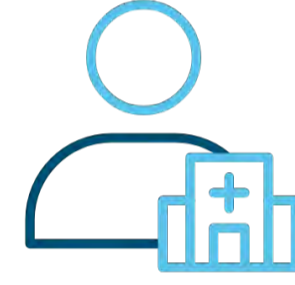
**18,000**

Text Messages Sent



**16,000**

Email Communications



**38,000**

Significant Patient Contacts/Visits

## These efforts yielded tangible results in patient outcomes

Our Hospital2Home teams and Abbott Nurse Advisors are dedicated to supporting patients to manage their enteral feeds effectively. By empowering them to manage their own health, with access to support and advice 24/7, our teams have helped to prevent a significant number of hospital referrals:



**3,440**

Hospital discharges facilitated



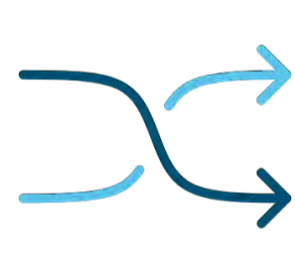
**26,000**

Patients trained in enteral feeding / equipment use



**2,500**

Out-of-hours calls taken



**6,572**

Routine device changes



**4,700**

Hospital referrals prevented

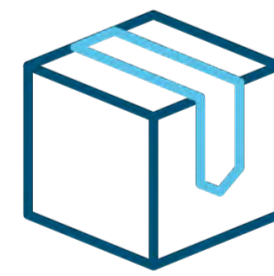
## Patient Orders and Distribution

In response to growing demand for our products and services, we saw a substantial increase in patient orders and parcels despatched, with a 15% rise in patient orders since 2022:



**240,000**

Orders placed

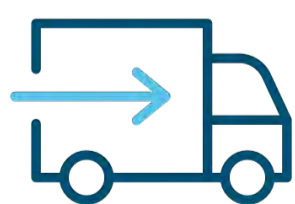


**1,187,000**

Parcels dispatched

## Environmental Sustainability

Beyond patient care, our commitment to environmental sustainability remained unwavering, with significant progress made toward our targets:



**186,264**

Parcels delivered in all electric vehicles



**0**

Our Sittingbourne site continues to be Zero Waste to Landfill.

As we reflect on the achievements of 2023, we remain steadfast in our mission to advance healthcare and support them to manage their health from home and help reduce the NHS burden in any way that we can. With each milestone reached and every statistic recorded, we reaffirm our commitment to making a meaningful difference in the lives of patients and our NHS colleagues.