Home Enteral Nutrition (HEN) is the delivery of nutrition support either orally or by tube into the gastrointestinal tract in the home setting.

**Prevalence:**
- Tube Feed: 3000 patients
- Oral Nutrition Support: 8000 patients

**Incidence:**
- Tube Feed: 150 patients/month
- Oral Nutrition Support: 350 patients/month

**Time on HEN:**
- Tube Feed: 500±909 days
- Oral Nutrition Support: 208±563 days

**NSW public hospitals/facilities:**
- 54% had no policies and procedures for HEN.
- 45% supply HEN via commercial companies.
- 24% supply HEN directly from hospital.
- 71% provide follow up by phone/clinic visit.

**Patient Focus Groups:**
- My GP said “This is beyond me”…
- No one (in emergency) would touch her tube. They were too scared”
- “No one will tell you anything…”

**Patient Satisfaction Surveys:**
- What are the 3 most important things you expected from the home nutrition service?
  - Access to advice and help
  - Reliability and availability of HEN supplies
  - Affordable cost and delivery