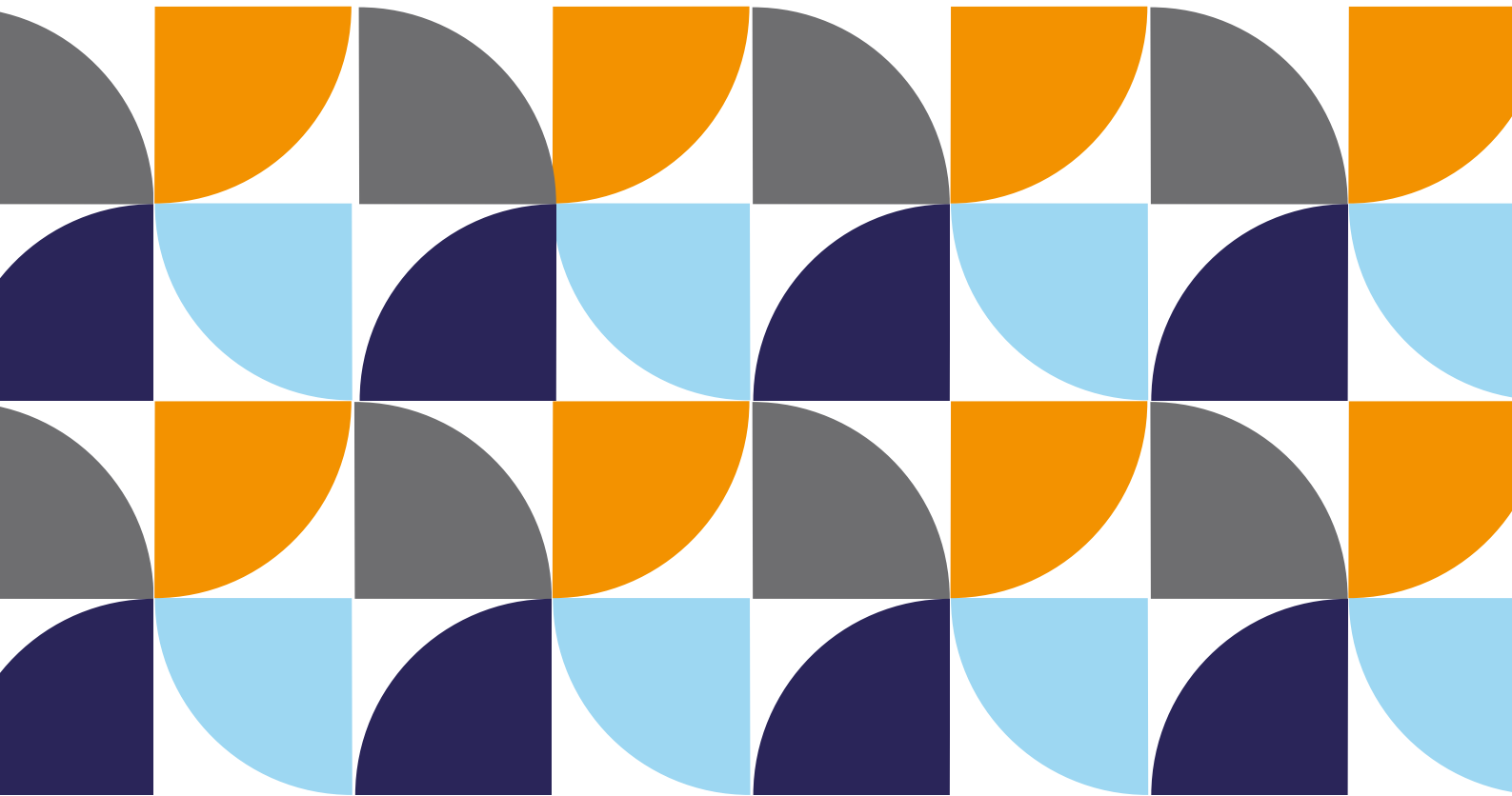




Nutrition and Diet Resources UK



Annual Report 2022/23

Foreword

Jan Flint RD, Chair of Board of Trustees

As with many not-for-profit organisations, and especially those working in the care sector, the last few years have been challenging for NDR-UK, given the extent of the changes to the economic and health landscape in which we operate. We have continued to work flexibly, adapting to meet our customers' needs, and working to a new strategy with focus on innovation and diversification to empower health professionals to provide patient support. The crucial element which remains unchanged is our solid commitment to excellence in the resources we develop, maintain and offer.

As time pressures impact on capacity within the health professions, our role in providing cost-effective solutions is enabling clinicians to focus on patient care. The increased take-up of digital delivery of resources since Covid is an excellent example of how we add value to service provision, and why we continue to invest our own funding in the technical improvements and new options available through our website.

There has been an increased and growing sense of recognition and trust in our standards and skills by new stakeholders who are keen to work in partnership with us. Even if ideas don't always come to fruition, we welcome the dialogue and opportunity to explore the potential for joint working.

In addition to the input and efforts of the staff team, supported by the Board of Trustees/Directors, a special mention is due to members of the Dietetic Reference Group. Chaired by Trustee **Dr Angela Madden**, with two additional members (**Dr Alex Mitchell** and **Alison Lyles**), the DRG has provided invaluable dietetic knowledge, advice and guidance to ensure the efficacy of our resource content.

With all the excellent work and progress being made, it is vital that we continue to grow our earned income to remain a sustainable organisation. At a time when health service provision is stretched even further, our products and services can contribute a cost-effective solution for a wide range of health professionals, to achieve positive impact on patient outcomes.

Governance Update

At the AGM in September 2022, **Dr Amanda Smith** resigned as a Trustee, but a new Trustee was appointed: **Louise Pritchard** is Chief Operating Officer at British Dietetic Association, and brings managerial and director level experience in the NHS, health sector provision and commissioning and the charity sector.

At this meeting, **Andy Burman** stood down as Treasurer after more than 11 years. **Charlotte Cockman** was elected into the Treasurer position.

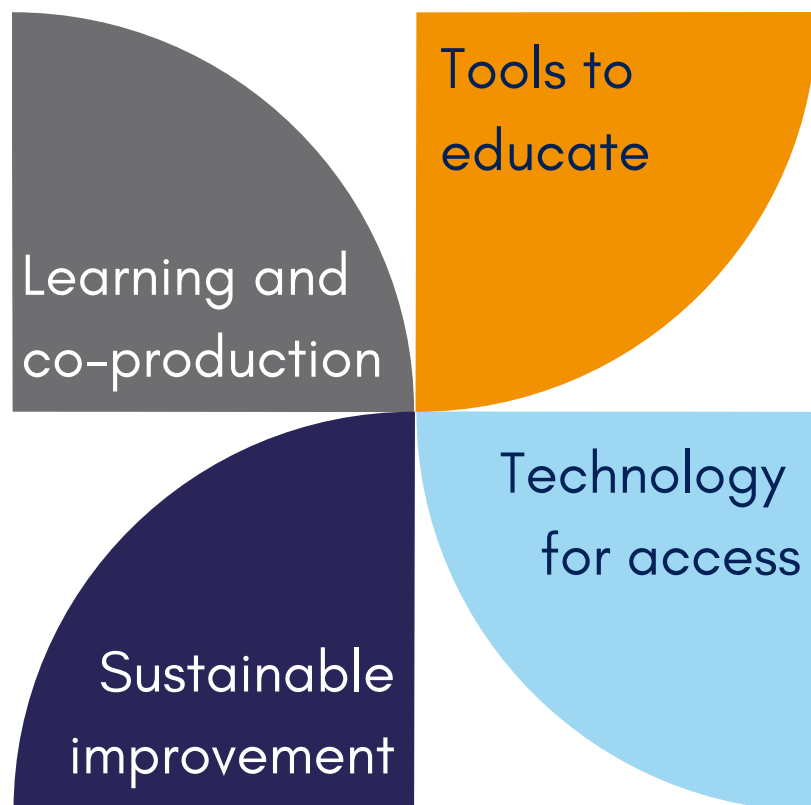
NDR-UK Strategy 2022/25

Aim: to deliver high-quality resources, to empower clinicians & health & care services to educate patients, enable self-management & improve health & well-being.

Rationale: to create collective benefits

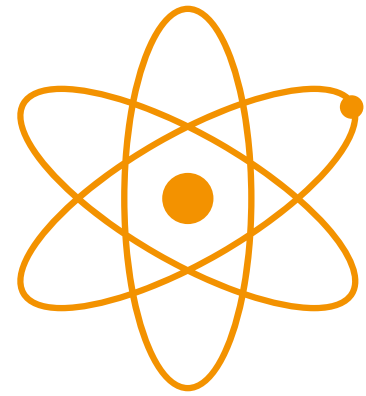
- Tackling health challenges by providing high-quality, evidenced resources, developed and accessible across the UK
- Enhancing service delivery by allowing and supporting clinicians to focus on patient care
- Delivering value for money through dietary resources via different media from a single, trusted provider

Through four workstreams:

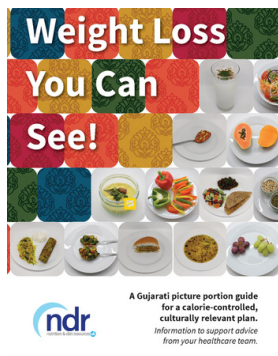


Tools to educate

At the very core of what we do

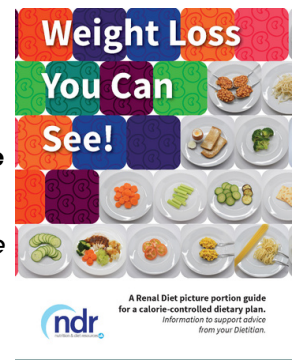


New additions



Two new specialist resources were added to our weight management resources. Based on our ever popular Weight Loss You Can See title, adapted for two different audiences with specific needs:

People with kidney disease
in partnership with
NHS Greater Glasgow and Clyde



People who follow a Gujarati-based diet,
with additional culturally relevant food photography to aid
calorie-controlled diets
in partnership with The London Diabetes Dietitian

Reviews and improvements

We continue with our rolling review programme to ensure our resources reflect current evidence and clinical practice. Over the year, we have completed or commenced checks and revisions to 45 titles over 11 ranges. 10 titles/4 ranges have also been fully redesigned and given a fresh new look to maintain their audience appeal.



Also new is the incorporation of QR codes into some of our resources, to provide patients with direct access to additional education content held on our website.



NDR Prescribe demonstrations



The poster features the NDR Prescribe logo at the top left. Below it are four circular icons: a person typing on a laptop, a clock face, a smartphone displaying a food image, and a hand holding a smartphone. The text reads: "LUNCHTIME DEMO OF NDR PRESCRIBE", "Quick lunchtime demos of NDR Prescribe 12.15 and 13.00 on 1, 2, 6, 7 and 8 February", "Register interest with info@ndr-uk.org", and "New sessions For January and February 2023".

Technology for access

Over many years, NDR-UK has been investing its own reserve funds into the development of new technologies to aid delivery of information to patients. NDR Prescribe is our web-based platform for emailing personalised dietary guidance for use via mobile devices. Use of this facility has been growing since its launch in 2019, but to further grow the health professional user base, 27 free demonstration sessions were held throughout autumn and winter to facilitate this.

New education platform



This year we invested our funds into the development of a new platform within our website for the purposes of hosting presentations and video content for group education or to support resource content.

The first content to be added to this platform was for group education of coeliac patients under the Scottish Coeliac Pathway.

Presentation materials have also been added to support weight management education.

We aim to build on this initial development to support increasing use of asynchronous learning being advanced across the healthcare sector.



Learning and co-production



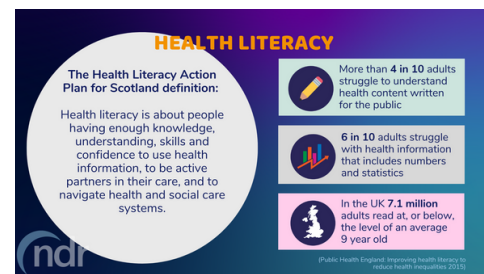
200 students
13 universities

NDR for students

We continued to provide support to higher education through delivering tailored learning sessions to dietetic undergraduate and postgraduate programmes. Over 200 students have participated, with the focus on understanding the importance of communication and high-quality information on improving and maintaining patient health.

Partnership working

As with many charitable organisations, we benefit from excellent partnership-working but also provide opportunities for broader learning. This year 40 specialist dietitians or other health professional volunteers worked with us on developing or reviewing resources, whilst using this activity to further their own learning and personal development.



Needs assessment

As part of our 2022-23 strategy, we pledge to deliver:

- High quality resources that meet health challenges and achieve economies of scale
- Enhance workforce knowledge, skills and influence
- Evidenced information, personalised and delivered via different media
- Resources tailored to meet patient pathway needs without duplication



By seeking feedback from our customers, stakeholders and networks, we can identify how best to support service delivery. We posed three main questions and welcomed responses to inform future planning and development work:

1. What are services' priorities for patient education – topics, media, methods etc?
2. What are the challenges in providing robust dietary information?
3. How do services assess and approach provision of dietary advice to patients both from dietitians and non-dietitians e.g. in MDTs, primary care settings etc?

NDR Prescribe evaluation

We conducted our first evaluation of NDR Prescribe through an open survey (76 responses) and interviews with users. Key findings reported were:

1. Invaluable during Covid
2. Evidence based resources was the most important feature
3. Time efficiency is critical for both use and administration - "every click counts"!
4. Desire for greater flexibility in combining resources into one and adding/linking with other tools or media.

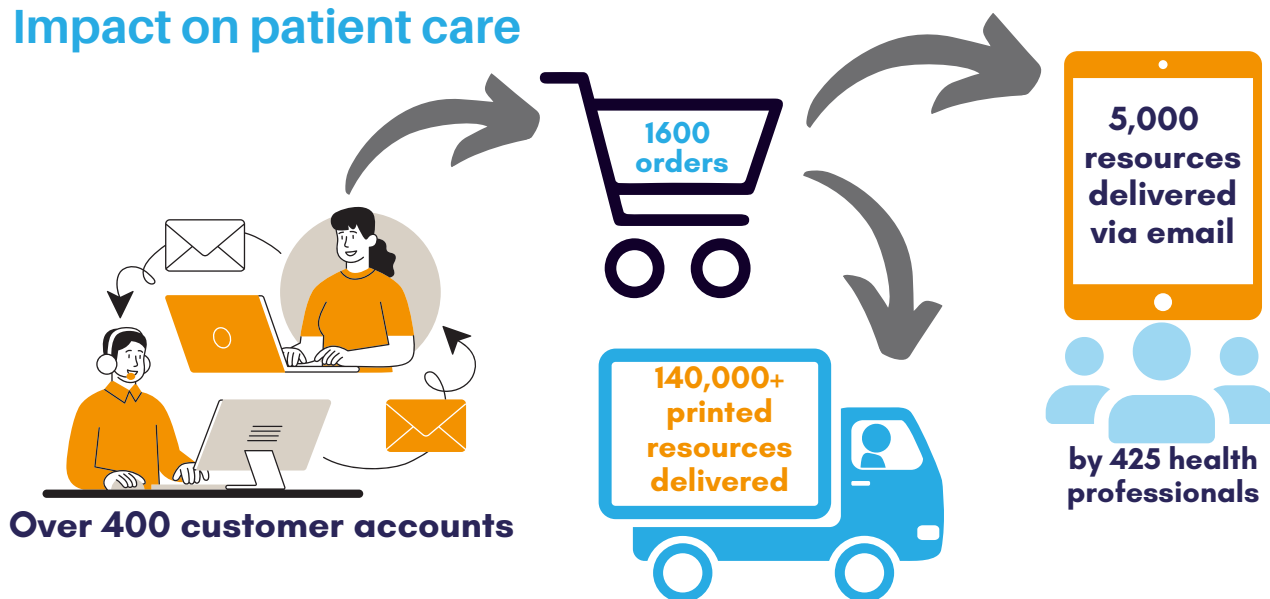


**Continuous
improvement
for
sustainability**

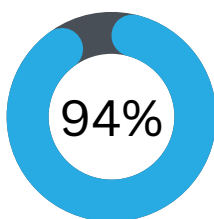
Pricing and postage reviews

Like everyone, we have experienced price increases to our main supplies - our printed resources. Unfortunately this meant a small price increase of c50p per pack (so only 5p per leaflet) applied from August. The good news was that electronic resources were not affected. We also conducted a review of delivery charges but have been able to maintain current prices for now.

Impact on patient care



The vast majority of funding continues to come from charitable trading activities, including sales of printed and electronic materials, relating carriage charges, project commissioning, and other partnership working. This accounted for 94% of all income.



NDR-UK acknowledges and is grateful for the continued financial support of Scottish Government whose core grant contributed most of the other income for 2022/23, as well as the continued support to enable a 20% discount to Scottish customers.

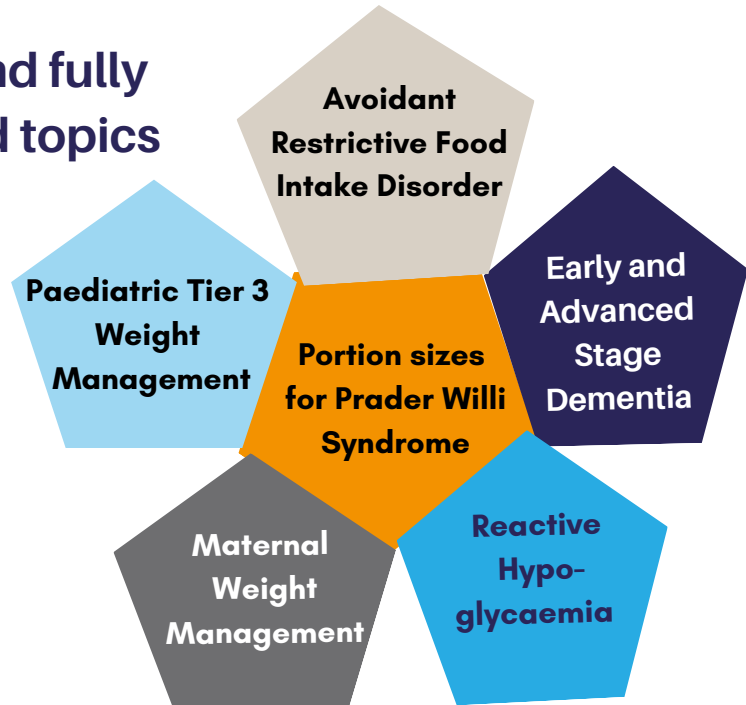




Looking ahead

As we work to fulfil our strategy to grow our business and support more health professionals, we will pursue exciting new projects, such as:

New and fully updated topics



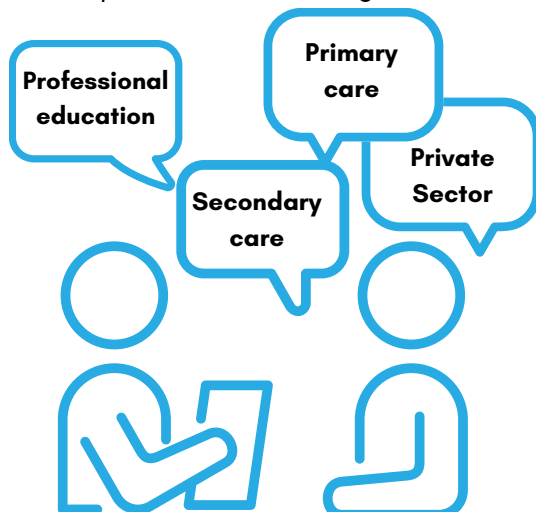
New partnerships

We value all our partnerships, including new projects and commissioned work with:

- Lighthouse Children and Young Person's Weight Management Service, Swansea Bay UHB
- Prader Willi Syndrome Association UK
- BDA Mental Health Specialist Group

Opportunities to grow health sector audiences

To take our services to a wider health professional audience, we will investigate new opportunities across broad sectors, and demonstrate how we can help meet the challenges in health.



NDR Prescribe improvements

Taking forward recommendations from the evaluation, we will pilot and introduce new bulk purchase



arrangements and options to combine resources for electronic delivery.



www.ndr-uk.org

Scottish Charity Register No. SC041043