

# 2024 IN NUMBERS



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**Abstract:**  
We recognise the dedication and impact of our teams by taking a look at the data and statistics that have defined our collective achievement throughout 2024. In this article, we take a deep dive into what 2024 looked like in numbers.

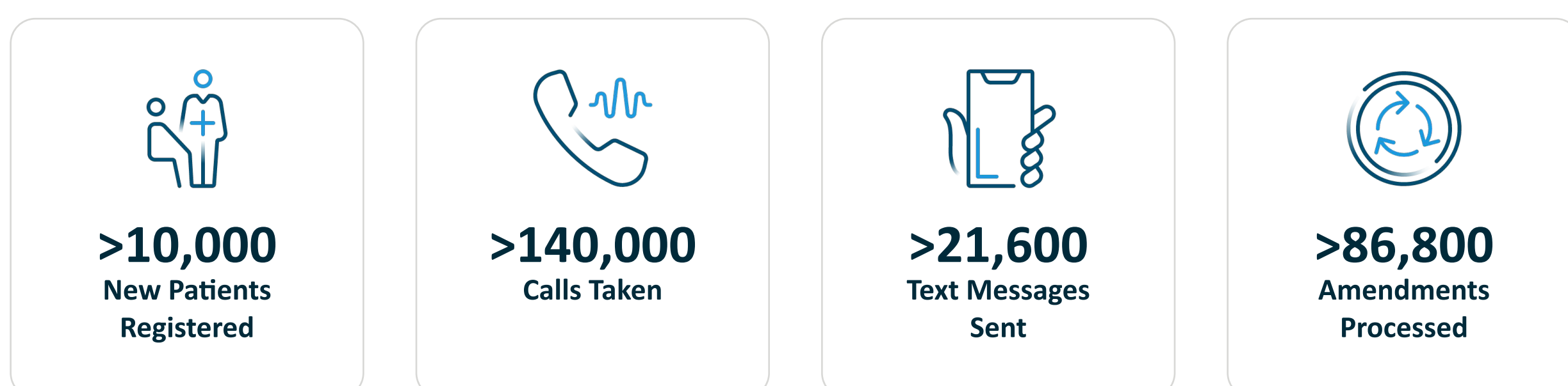
While 2025 is already in full swing, we wanted to take a moment to reflect on the numbers that defined 2024 in terms of our services - highlighting the commitment and dedication of our teams across all service areas to working together and with NHS colleagues to support the enhancement of patient care.

With a substantial rise in demand for our products and services, throughout the year we have strived to deliver a consistently outstanding level of service. The Hospital2Home team responded to almost 12,000 calls a month, on average; while our warehouse team have outdone themselves with over 1.2 million parcels dispatched. The prevention of unnecessary hospital referrals has also remained consistently high, with our Abbott Nurse Advisors preventing over 4,600 referrals.

This article provides a snapshot of the impact made by Abbott teams in 2024.

## PATIENT ENGAGEMENT AND COMMUNICATION

Our Hospital2Home team and Abbott Nurse Advisors have been on hand to support patients, carers and HCPs alike, responding to over 140,000 telephone calls in 2024 - including caring communication with more than 10,000 newly registered patients.



In Q3, the Hospital2Home telephone system received a major upgrade with the addition of the Queue Call-Back feature now enabling callers to receive a call-back from the Hospital2Home team rather than remain on hold in a queue during busy periods. We look forward to reviewing how the upgrade is reflected in critical metrics next year - with an even more efficient service.

## IMPACT ON PATIENT CARE

The combined dedication of our H2H teams and Abbott Nurse Advisors has contributed significantly to reducing the burden on the NHS, while supporting positive patient outcomes – with hundreds more patients discharged than in the previous year:



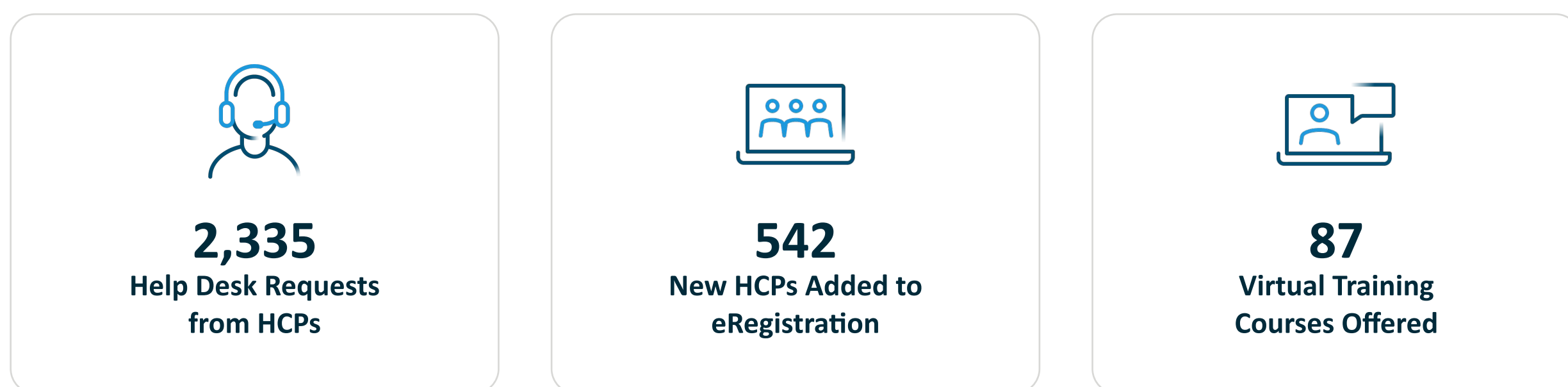
**>4,600 HOSPITAL REFERRALS PREVENTED**

## HCP SUPPORT & TRAINING

Our teams continue to deliver valuable support and training to HCPs year-round:



Where virtual training has been more commonplace in previous years, as we edge further away from 2020, there has been a consistent trend towards more face-to-face training with HCPs - with less than 5% of training in 2024 conducted remotely.



## PATIENT ORDERS, DISTRIBUTION & SUSTAINABILITY

Over the course of 2024 we processed a remarkable 32% more patient orders than in 2023:



Our ongoing commitment to reducing our carbon footprint has made significant progress in 2024, with an 18% increase in parcels delivered by all-electric vehicles than in 2023:

**>220,000 PARCELS DELIVERED IN ALL-ELECTRIC VEHICLES**

The data and statistics shown here highlight just a fraction of Abbott's collective commitment to making a tangible impact on the lives of patients and NHS colleagues alike. Across all service areas, Abbott teams are dedicated to supporting patients in their continued care at home, empowering HCPs with valuable nutritional education and training, and ultimately reducing the burden on the NHS.