**Pharmacy Department**

**Homecare Medicines Service**

This leaflet explains more about our Homecare Medicines Service. The Service is available to patients who have been prescribed certain medicines. If you have any questions or concerns about the information in this leaflet, please speak to a member of staff caring for you.

**What is the Homecare Medicines Service?**

Some medicines prescribed by the hospital can be delivered directly to your home address or other agreed address. This means you will not need to keep visiting hospital to collect your medicines.

Homecare delivery providers are private companies registered to provide medicines and related medical treatments. All Homecare providers are bound by the Data Protection Act 1998 and will not disclose your treatment with anyone outside of the NHS.

**How does the Homecare Medicines Service work?**

The hospital clinical team will discuss the Service with you and ask questions to check it is suitable for you.

If you are suitable, the clinical team will complete a homecare registration form and ask you to sign, giving consent for your information to be shared with the homecare provider.

The homecare provider will then send you an information pack on their services, including contact details for a dedicated customer service team who you can call if you have any questions or concerns about the delivery of your medicines.

The hospital clinical team will write the prescription and send it to the homecare provider to be dispensed and delivered to you.

The homecare provider will contact you to arrange delivery and, for future deliveries, check how much supply of medicines you have at home.

Deliveries are usually scheduled to arrive when you have approximately 2 weeks’ supply of medicine left. The first delivery may take up to 2 weeks after your clinic appointment.

Deliveries are usually made between 8am and 6pm Monday to Friday (this may vary depending on the homecare provider and the specific day and time may depend on your geographical location).

The homecare provider will usually send a text message on the day of the delivery to confirm what time to expect your medicines.

All deliveries require a signature on receipt. This can be yourself or a designated representative (who must be 16 years or older).

Deliveries are made by drivers who have all been Disclosure and Barring Service (DBS) checked to ensure they have no criminal convictions and will all carry identification cards.

The delivery vans are unmarked, and the medication packaging will be plain to ensure confidentiality and discretion.

**What do I need to do?**

Although you may not need to come to the hospital to collect your medicines, you must attend your clinic appointments and keep up to date with any required monitoring (for example blood tests). The hospital will not be able to issue prescriptions without these check-ups.

You must make sure you or your designated representative is available at the scheduled delivery time. If you need to change or discuss your delivery date or delivery address, you must contact the homecare provider as far in advance as possible to ensure you get a suitable alternative delivery slot.

Please tell your homecare provider if you get down to less than 2 weeks supply of medicines so there is time to arrange your delivery before you run out.

Please note some calls from homecare providers may appear as a withheld number. If the homecare provider cannot contact you, they may put your delivery on hold until they are able to get hold of you.

**Storing your medicines**

It is very important you store your medicines correctly. All medicines must be stored out of sight and reach of young children.

For medicines which need to be stored in a fridge*, y*ou must make sure your fridge is in good working order before the first delivery is made. If you do not have a working fridge, please let the hospital clinical team know.

If a medicine has been left out of the fridge or your fridge has failed, please do not use the medicine until it has been confirmed it is safe to do so by either the homecare provider or the hospital pharmacy helpline (contact details below).

**Nursing service**

If you require help with learning how to administer your medicines (e.g., injections, nebulisers), a nurse from the homecare provider can visit your home or offer virtual training.

The nurse will be fully qualified and a registered professional.

**Ancillaries**

The homecare provider is responsible for providing any additional items you may require to administer or dispose of your medicines, such as needles and sharp boxes.

**Contact details**

*Hospital contact details*

Consultant: Name…………………………………………………

Telephone……………………………………………

Specialist nurse: Name…………………………………………………

Telephone……………………………………………

Administrator: Name…………………………………………………

Telephone……………………………………………

Pharmacy helpline – please call 01603 286286 and ask to be put through to the Pharmacy Helpline (Monday to Friday 9.00am – 5.00pm)

Patient Advice and Liaison Service (PALS) – for advice, support or raise a concern: 01603 289036 or 01603 289045 (Monday to Friday 10.00am to 4.00pm)

**Homecare provider**

Homecare Provider Name………………………………………………………….

Telephone…………………………………………………….

Name of medicine……………………………………………

Qr code

Description automatically generatedWe aim to provide the best care for every patient. So, we would like your feedback on the quality of the care you have received from the Hospital. Please visit: <http://ratenhs.uk/IQu9vx> Or scan QR code:

