

## INFORMATION FOR PATIENTS

# Homecare medicines service

This leaflet aims to help you to understand more about homecare medicines and enable you to make informed decisions before signing up for the homecare medicines service.

### What is Homecare?

It is an alternative way to supply your medicines that are prescribed from the hospital. The prescription is sent to the homecare company and the medicines are then delivered to a convenient location for you. Many people around the UK have their medicines supplied in this way.

### Who will provide my medicines?

Homecare is provided by private companies who are not part of the NHS but are registered to supply medicines. The homecare company we use will depend on which medicine you are receiving.

The Trust's Pharmacy Homecare Team continually monitor the homecare providers to ensure our patients are receiving a high level of service.

Occasionally we may need to change you to a different homecare company; this will always be managed with little or no impact on you.

### How will homecare benefit me?

Your medicines will be delivered to your home or another place that is convenient for you at regular intervals.

This means you will spend less time at the hospital when you come for your appointments as you will not have to wait for your medicines to be dispensed. It is essential that you attend your regular hospital appointments so that your doctor can monitor your treatment and prescribe your medicines. Not attending your appointments could lead to your medicine supply being interrupted.

### How will my medicines be delivered?

You can discuss different options with the hospital team and the homecare company when they contact you.

- Medicines are delivered in plain packaging.
- Vans are unmarked so that no one except you knows what is being delivered.
- You can nominate someone else to accept the delivery for you.
- Sometimes it is possible to arrange delivery to a community pharmacy or other local collection point.

If there is nobody available to receive your pre-arranged delivery, it will be returned to the homecare's depot. A card will be left for you asking you to rearrange the delivery. The driver will also contact the homecare company so they may also contact you to rearrange the delivery. If you miss several deliveries, your hospital clinic will discuss whether homecare is the best option for you.

Your clinic will have to pay the cost of the failed deliveries.

### **What are my responsibilities with homecare?**

To be able to take part in a homecare service, you need to:

- Be stable on treatment.
- Attend regular clinic appointments.
- Provide a contact number or an email address and keep the homecare company informed if these change.
- Answer any phone call/email from the homecare company.
- Be available (or your representative) to receive the delivery as arranged or collect from the pre-arranged collection point.

### **How do I get started?**

The clinical team at the hospital will discuss with you whether the delivery of medicines by homecare is suitable for you. If you wish to go ahead, the clinical team will go through the registration form with you.

This includes your address and contact details, and you sign that you agree to share this information with the homecare company and to have your medicines supplied by them.

You will receive a welcome pack from the homecare company. This will explain who they are and what they do.

It will include information about deliveries, including a telephone number on which you can contact them to change or query your delivery arrangements.

The homecare company will contact you within 10 working days after they have received your registration form.

You may need to be trained in how to administer and store your medicines safely. This training will be provided by either the hospital clinical team or the homecare company nurses.

If your medicines need to be stored in a fridge, this can be provided by the homecare company.

For some treatment you may need needle disposal boxes and clinical waste containers. These will be provided, and removed when full, by the homecare company.

If you are not happy with the homecare service provided at any time, you may withdraw from it. This will not affect your future care.

### **What if I have a homecare problem?**

The homecare company will give you details of how to contact your patient care coordinator. This is a member of staff of the homecare company who will be able to help with any delivery problems.

For any medical assistance, you should always get in touch with your clinical team at the hospital.

### **Your clinic contact details:**

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We also have a dedicated Pharmacy Homecare Team who will also be able to assist with any queries you may have. This is based in the Pharmacy Department at King's Mill Hospital. The team's contact details are:

- **Telephone:** 01623 622515, extension 4660 between 9am and 5pm, Monday to Friday. There is an answer phone outside of these hours.
- **Email:** [sfh-tr.pharmacy@nhs.net](mailto:sfh-tr.pharmacy@nhs.net)
- **By post:**  
High Cost Drugs Team  
Pharmacy Department  
King's Mill Hospital,  
Mansfield Road  
Sutton in Ashfield  
Notts  
NG17 4JL

### **Confidentiality**

In order to provide homecare medicines, we need to provide the homecare company with some details about you, and ask you to sign a registration form to give your consent to this.

This information and the dispensing records are held on a computerised database by the homecare company.

Homecare providers are bound by the same confidentiality rules as NHS staff and must comply with the Data Protection Act 2018. Personal data will be shared with other organisations under Article 6 1(e) and Article 9 2(h) of the general Data Protection Regulations.

For further information please type the following address into your internet browser:

<https://www.sfh-tr.nhs.uk/for-patients-visitors/your-medical-record/>

Or you can log onto the hospital internet website ([www.sfh-tr.nhs.uk](http://www.sfh-tr.nhs.uk)) and enter 'privacy notice' in the 'search for' field. Click on the title [Your personal information - Data Protection Act \(Privacy Notice\)](#)

### **Further sources of information**

NHS Choices: [www.nhs.uk/conditions](http://www.nhs.uk/conditions)

Our website: [www.sfh-tr.nhs.uk](http://www.sfh-tr.nhs.uk)

### **Patient Experience Team (PET)**

PET is available to help with any of your compliments, concerns or complaints, and will ensure a prompt and efficient service:

**King's Mill Hospital:** 01623 672222

**Newark Hospital:** 01636 685692

**Email:** [sfh-tr.PET@nhs.net](mailto:sfh-tr.PET@nhs.net)

If you need this information in a different language or format, please contact the PET (as above).

This document is intended for information purposes only and should not replace advice that your relevant health professional would give you. External websites may be referred to in specific cases. Any external websites are provided for your information and convenience. We cannot accept responsibility for the information found on them. If you require a full list of references for this leaflet, please email [sfh-tr.patientinformation@nhs.net](mailto:sfh-tr.patientinformation@nhs.net) or telephone 01623 622515, extension 6927.

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