

What will the homecare provider know about me?

The homecare provider is bound by the same rules as NHS staff in terms of the information they have access to (The Data Protection Act 2018).

You will be asked to agree, either in writing or verbally, that you are prepared for a homecare provider to hold information about you and your medical condition. The homecare provider will only contact you to arrange delivery and will only discuss your treatment with yourself or a member of the hospital team.

You will find all the information about how your personal information will be managed in our privacy notice which can be found here:

<https://www.elht.nhs.uk/about-us/data-protection-confidentiality-and-fair-processing>

Alternatively you can request a paper copy from a Trust member of staff.

What if I have a problem?

The patient care coordinator at the homecare provider will usually be able to help with delivery problems. If you need medical assistance always get in touch with your clinical team at the hospital.

If you feel your problem has not been handled well you have the right to make a complaint. Please attempt to resolve any complaints with your homecare provider and your NHS clinical team first.

Details of the NHS complaints procedure are available from the hospital and online at:

<https://www.elht.nhs.uk/about-us/comments-concerns-and-compliments>

Who should I contact?

Contact the **homecare provider** if:

- The delivery has not come when it was supposed to
- You would like to change the agreed delivery date or time
- You are running low on your medicine and have not been contacted by the homecare provider to arrange a delivery
- You have any other query around the delivery of your medication
- You would like to make a complaint

Contact the **medical team** if:

- You feel your condition is getting worse
- You feel generally unwell
- You experience an unexpected side effect
- You want to discuss your condition and/or your treatment

Contact your **hospital pharmacy homecare specialist team** if:

- You are unable to get through to your homecare provider to arrange a delivery
- You have remaining concerns following discussion with your homecare provider
- You would like to make a formal complaint about your homecare medicines service
- You would like to discuss details of your medication
- Office hours: Mon to Fri 9am – 4pm

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Homecare Medicines Service:

Information for Patients

This leaflet aims to provide you with information about the Homecare medicines service, to make sure you receive your medicines **safely** and **securely**

What is a 'Homecare Medicines Service'?

'Homecare Medicines Service' is a term used to describe the delivery of your medicines or treatment to your home. With your consent, East Lancashire Hospital Trust will send your prescription to one of our trusted homecare providers who will dispense and deliver your medicines. The service may also include training on how to use an injectable medicine in your home or regular home visits by a nurse to give your medicine.

So who will provide my medicines/treatment?

The homecare providers we use are private companies who are registered with the General Pharmaceutical Council (GPhC) to provide medicines and medical treatments. When you register for the homecare service you will receive a welcome pack from the homecare provider explaining who they are and what they do.

Occasionally you may be notified of a change in homecare service provider. The alternative company will be trusted and registered to dispense and deliver a Homecare medicines service.

How will a Homecare Medicines

Service benefit me?

A Homecare medicines service offers convenience and more control over your medicines supply.

Delivery can be scheduled around your normal life. Repeat prescriptions will be automatically requested by the homecare provider to your clinician meaning you should always have enough.

Your medicines will be sent directly to you at your home (or a place you find convenient) at regular intervals. It is important that you still attend your regular hospital appointments to ensure the doctors can monitor your health. Not attending your appointments could lead to your medicine deliveries being interrupted.

Are there any risks?

A homecare medicines service is considered by the NHS to be a safe and convenient method of supplying your medicines. You should be aware there may be a small risk that your medicines don't reach you in time, leading to a missed dose. To minimise this risk your deliveries will be carefully managed and scheduled. You can further reduce this risk by:

- Monitoring how much medicine you have
- Contacting the Homecare provider when running out of medicine
- Being available for delivery at the times you agree with the provider

Please see "Who to contact?" on the next page.

What are my responsibilities?

- You must continue to attend for blood tests and routine clinic appointments
- You must be contactable, typically by telephone, to arrange deliveries
- You, or your agreed signatory, must be available to receive your medicines at the time and location agreed
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Your clinician may withdraw you from the service if you are unable to meet these requirements.

What are my options for delivery?

Options vary depending on the type of treatment. You **may** be able to choose from:

- Van delivery to your home*
- Van delivery to your place of work or a named friend or relative's address*
- Collection from your local pharmacy
- Royal Mail Special Delivery

*The van will be unmarked

Your medicines will always need to be signed for by yourself or another named signatory (must be aged 16 or over).

What if I am away or on holiday?

Your medicines can be delivered to an alternative address in the UK. There are restrictions and you will need to give **two weeks** notice. Medicines cannot be delivered outside the UK. If you are travelling abroad and need extra medicines, please give the hospital clinical team and the homecare company **four weeks** notice to arrange.

How should I store my medicine?

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

Medicines which need to be stored in a fridge:

You should make sure the fridge is in good working order before your first delivery so your medicines can be stored safely. If you do not have a working fridge please let your specialist pharmacist or nurse know, so the delivery can be put on hold.

If a medicine has been left out of the fridge or your fridge has failed please read the patient information leaflet that comes with the medicine to see if it provides any information. If not, please call the homecare provider helpline. Do **not** use the medicine until you have been told it is safe to do so.