



# Medicines supplied by Homecare

### **Why have I been given this leaflet?**

This leaflet is designed to provide information to patients who are taking a medicine that can be supplied by a Homecare Medicines Service instead of the hospital or their GP.

### **What is a 'Homecare Medicines Service'?**

A homecare medicines service is the delivery of certain hospital prescribed medicines directly to your home or other appropriate location. Where applicable, the service may also include training in your home to use an injectable medicine or regular home visits by a nurse to administer your medicine.

### **Who will provide my medicines?**

The homecare providers we use are private companies who are not part of the NHS but are registered to provide medicines and medical treatments. The homecare provider we use will depend on which medicine or treatment you are receiving. Occasionally we will change the homecare service provider we use, this will always be managed with little or no effect to you. We always use tried and trusted homecare service providers who can demonstrate years of experience in providing quality healthcare. Your Homecare service may be funded by a pharmaceutical manufacturer.

### **How will a Homecare Medicines Service benefit me?**

Homecare medicines services offer convenience and more control over your medicines supply. Your medicines will be sent directly to you at your home or other convenient location (e.g. your place of work or a friend or relative's address) at regular intervals.

### **How will my medicines be delivered?**

Deliveries are made by an unmarked van or courier. Your medicines will always need to be signed for by yourself or another named individual ("authorised signatory"). This ensures your medicines reach you successfully.

## What are my responsibilities?

You must continue to attend your routine clinic appointments, blood tests or GP check-ups as requested by your clinician to allow your health to be monitored appropriately. You must be contactable, typically by telephone, to arrange your deliveries. You, or your authorised signatory, must be available to receive your medicines at the time and location agreed with your homecare provider. Your clinician may withdraw you from the service if you are unable to meet these requirements. You may withdraw yourself from the service at any time.

## What information will the homecare provider know about me?

The homecare company is bound by the same confidentiality rules as the NHS regarding accessible patient information; the EU General Data Protection Regulation (GDPR). The Homecare provider will only contact you to discuss delivery and they will only discuss your treatment with members of the hospital team. Your personal details (name, address, DOB, medical condition and treatment) will be held on the company's highly secure computer network. You will be asked to agree, either in writing by signing the registration document, or verbally, that you are happy for the homecare company to hold information about you and your medical condition.

## Who to contact if you have a problem

You will have access to a patient care co-ordinator from the homecare provider who will be able to help you with any delivery problems. You will be given a contact number when you are registered with the company.

If you have a medical problem then you should always get in touch with the hospital straightaway using the usual contact numbers provided.

If you have ongoing problems with the homecare service, please contact The Pharmacy Homecare Team - **telephone**: 01923 436269 or **email**: [westherts.pharmacyhomecare@nhs.net](mailto:westherts.pharmacyhomecare@nhs.net)

If you need this leaflet in another language, large print, Braille or audio version, please call **01923 217198** or email **[westherts.pals@nhs.net](mailto:westherts.pals@nhs.net)**

### Survey - Friends and Family Test

We welcome feedback about your care, this feedback is shared with all staff so we can improve patients' experience. Click this [link](#) or scan the QR code with your smartphone or type in: [bit.ly/4o3QVFJ](https://bit.ly/4o3QVFJ).



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