



# Pharmacy Homecare Medicines Service

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**You have been given this leaflet to help you understand the Homecare Medicines Service which is available to you for the medicines that you have been prescribed by your hospital clinician. Additional information can be found in your Welcome Pack.**

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## **What is the Homecare Medicines Service?**

A homecare medicines service is the delivery of hospital prescribed medicines directly to your home or other appropriate location (for example, your work place). The homecare medicines service may also include:

- The delivery of additional items such as dressings, needles and syringes.
- The delivery of equipment such as a pump or a fridge.
- Nurse home visits to train you how to give yourself your medicine.
- Regular nurse visits to give your medicine.

Your hospital team will liaise with the homecare provider to ensure the right level of care is in place for you, and they will keep your GP up to date with any changes to your care.

## **What are homecare medicines?**

Homecare medicines are those that are usually prescribed by your hospital consultant, but are delivered to you at a location of your choice within the UK at a time to suit you.

- The home delivery companies are private companies, which are licensed to dispense and deliver medicines.
- The company used depends on which medicine or treatment you are receiving.
- You will still be required to come into the hospital for your regular appointments so the doctor can monitor you. If you do not go to your appointments in the hospital you could become very unwell.
- You do not have to pay anything to use the Homecare Medicines Service.

## **What are the benefits of the Homecare Medicines Service?**

- The service offers you convenience and control over your hospital medicines supply.
- Delivery of your medicines can be organised around your needs.
- You won't need to wait in the hospital pharmacy or travel back to hospital to collect your medicines.
- Repeat prescriptions can be automatically ordered by your clinician.
- You may also be able to have a nurse visit you at home rather than in hospital. They will ensure the medicines have been delivered before confirming a nurse visit.

## How are the medicines delivered?

- Deliveries are made by a homecare delivery driver in a van to your home.
- You can also arrange to have your medicines delivered to a different address (for example your place of work or a friend or relative's house).
- The driver carries official identification which you can ask to see, but will not know any further information about your treatment.
- You, or someone you know, will always need to sign for your medicines delivery. This ensures your medicines have arrived safely.

## Setting up your deliveries

- We will fill in a registration form, which is sent together with the prescription to the home delivery company.
- The home delivery company will also send you a Welcome Pack when they receive the registration form. You should read this to familiarise yourself with the information.

## Our responsibilities

- The hospital is still ultimately responsible for your care.
- We will let your GP know what medication you are prescribed, with your consent.

## Home delivery company responsibilities

- The home delivery company is responsible for dispensing your medication and will contact you to confirm your delivery before it is due.
- They will also provide a dedicated patient services team if you have any questions for them. The contact details will be included in your Welcome Pack.
- Your medicines will be packed in unmarked boxes and delivered in unmarked vans by professional delivery drivers, who have been checked by the Disclosure and Barring Service (formerly CRB checks). The drivers do not know what medication they are delivering.

## Your responsibilities

- It is your responsibility to make sure you are available for your agreed delivery slot.
- If you need to change or discuss your delivery date or address, please contact the home delivery company as far in advance as possible to get a suitable delivery slot.
- Your deliveries are usually scheduled to arrive when you have around 2 to 4 weeks' worth of medication left.
- Please inform your home delivery company if you get down to **less than 2 weeks' supply**, so there is enough time to arrange your delivery before you run out.

## What can you do to help?

- Attend your routine clinic appointments, blood tests or GP check-ups.
- Make sure the hospital and homecare service have your current contact details (phone number and email address if you have one).
- Make sure someone is around to accept the delivery.

Compassionate

Aspirational

Resourceful

Excellent

- Make sure you're at home when a homecare nurse is booked to visit you if you have one.
- Tell your homecare provider if you need to make any changes to your delivery date or your nurse visit.
- Keep your medicines stored correctly and let your hospital team know about anything that has been stored the wrong way.
- Check your delivery and tell your homecare provider if there is anything missing or not as expected.
- Inform your homecare provider of any anomalies or service issues as soon as possible.

## Confidentiality

- The home delivery company is bound by the same rules as NHS staff in terms of the information they have access to and how they process it. Please visit [www.royalberkshire.nhs.uk/privacy-policy/](http://www.royalberkshire.nhs.uk/privacy-policy/) for more information.
- The home delivery company will not discuss your treatment with anyone not involved directly with your care and will only ever contact you to discuss your delivery.

## How to raise concerns

- The homecare service aims to make life easier for you – it is very rare that patients experience problems with the Home Delivery Service.
- If things do go wrong then please **contact your home delivery company first** to try and resolve the issue. If you are still not happy then please contact your clinic/nurse, the homecare pharmacy team or the hospital Patient Advice and Liaison Service (PALS) via the contact details below.
- If you have a problem that requires medical assistance, please get in touch with your clinical team at the hospital, your GP or go to the nearest emergency department (A&E).

## Contact us

If you have any questions or concerns, please get in touch using the contact details below:

Your **Clinical Nurse Specialist:** \_\_\_\_\_ Tel: 0118 322 \_\_\_\_\_

### RBH Pharmacy Homecare Team

Email: [Rbft.pharmacyhomecare@nhs.net](mailto:Rbft.pharmacyhomecare@nhs.net) Tel: 0118 322 8794

### Patient Advice and Liaison Team

Email: [PALS@royalberkshire.nhs.uk](mailto:PALS@royalberkshire.nhs.uk) Tel: 0118 322 8338

To find out more about our Trust visit [www.royalberkshire.nhs.uk](http://www.royalberkshire.nhs.uk)

**Please ask if you need this information in another language or format.**

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