

Your Hospital Homecare Medicines Team

What are homecare medicines?

- Homecare medicines are those which 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.
- It will save you time by not having to come into the hospital for repeat prescriptions.
- The hospital pharmacy will send your prescriptions to the home delivery company.
- You will still be required to come in to the hospital for your regular appointments so the doctor can monitor you. Failure to do so may have serious consequences for your health.
- There is no charge for using the homecare medicines service.

Setting up

- 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.

Hospital 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

- They are responsible for dispensing your medication and arranging a delivery at a time to suit you.
- They will also provide a dedicated patient services team if you have any questions for them. The contact details will be included in your information pack.

Patient 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 2-4 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.

Deliveries

- The home delivery company will contact you to confirm your delivery before it is due.
- 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.

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/ 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 Patient Relations Team.
- Inform your clinical nurse specialist at your next appointment if you have experienced problems.
- 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, do not hesitate to get in touch using the contact details below:

Your Clinical Nurse Specialist: _____ Tel: 0118 322 _____

RBH Pharmacy Homecare Team

Email: Rbft.pharmacyhomecare@nhs.net Tel: 0118 322 8794

Patient Relations Team

Email: talktous@royalberkshire.nhs.uk Tel: 0118 322 8338

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This document can be made available in other languages and formats upon request.

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