

Pharmacy department

Homecare medicines service

Information for patients, relatives and carers

Why have I been given this leaflet?

You have been given this leaflet as your clinician has prescribed medicines for you that can be delivered directly to your home or other place of your choice. This is called a 'homecare medicines service'.

What is a homecare medicines service?

A homecare medicines service is used to describe the delivery of your medicines or treatment directly to your home or other stated address. With your consent, Imperial College Healthcare NHS Trust will send your prescription to one of our trusted homecare medicines service providers who will dispense and deliver your medicines.

How does a homecare medicines service work?

Your prescription will be prepared by your clinical team at the hospital and sent to the homecare company. The homecare company will contact you to arrange a first delivery. A nurse from the homecare company may visit you at home to teach you how to take your medicine.

Some medicines require special storage, such as in a **fridge**. The homecare company will explain how to store the medicine correctly, which may include checking the fridge is at the right temperature and reporting any problems.

Once you have received your medicines, if you are worried that your medicines look different from what you were expecting, please contact your homecare provider.

Once you have started taking your medicines, it is important you follow the instructions given and take them regularly. This will help you to get the expected benefits of the medicine and avoid waste.

If you have any problems or concerns about your medicines please talk to your clinical team at the hospital.

What are the benefits of using this service?

Your medicines will be sent directly to your home, or other safe and convenient place of your choice, at regular times. This means you do not have to attend the hospital just to pick up more medicines and the homecare provider can fit the delivery in with your normal life.

It is important that you still attend your routine hospital appointments whilst you are receiving homecare deliveries as the hospital needs to monitor your health. Not attending your appointments could lead to your medicines deliveries being interrupted.

What are the delivery options?

Your delivery options may vary depending on your type of treatment. Deliveries are usually made by van delivery to your:

- home
- place of work
- named friend or relative's address

Receiving your deliveries

It is your responsibility to ensure that someone is at home and available to receive your medicine at the arranged date and time. If something unexpected arises and you cannot accept your delivery you must contact the homecare company's customer service team in advance.

You must also be available to take phone calls from your homecare provider to confirm your delivery arrangements. If you change your phone number, you must let your homecare provider know. If they are unable to contact you, there may be delays to your delivery.

If you are receiving more deliveries than you need, or possibly not enough, it is your responsibility to discuss this with the homecare company's customer service team. Contact your clinical team at the hospital if you are running out of your medicines and a new delivery has not been arranged by the homecare company. If you have medicines at home when a new delivery arrives, check the older medicines are still in date and use these before starting the new delivery – unless you have been told otherwise.

Regular blood testing

We will invite you to have regular blood tests to ensure that you are benefiting from your medicine, and it is not causing any side effects or problems. It is very important to attend all blood test appointments.

We will not provide your prescription if you miss blood testing appointments.

What do I do if I have a problem?

Your homecare provider will provide you with a contact telephone number and out of hours contact information for their customer services department. **If you have a problem which requires medical assistance you should always contact your clinical team at the hospital.**

If you are unhappy with the service provided by the homecare provider you should discuss this with the hospital as well.

About the homecare providers we use

The homecare providers we use are private companies who are not part of the NHS or our hospitals, but have been chosen by us to provide this service to you. The homecare provider we use will vary depending on which medicine or treatment you are receiving.

Occasionally we may change the homecare medicines service provider we use. This will always be managed with little to no effect to you. We always use tried and trusted homecare providers who can demonstrate years of experience in providing quality homecare medicines services.

What information will the homecare provider know about me?

Your personal details (including: name, home address, contact details, medical condition and treatment) will be held on the provider's highly secure computer network. The homecare provider is bound by the same confidentiality rules as the NHS regarding accessible patient information (The Data Protection Act 1998). We will ask you 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 of your medicines and they will only discuss your treatment with you or a member of the hospital team.

Homecare company contact numbers

<input type="checkbox"/> Sciensus (Healthcare at Home) Tel: 0333 103 9444	<input type="checkbox"/> Lloyds Homecare Tel: 0345 263 6123	<input type="checkbox"/> Healthnet Homecare Tel: 0800 0833 060
<input type="checkbox"/> Polarspeed Tel: 0152 521 6643	<input type="checkbox"/> Alcura Homecare Tel: 0800 012 1551	<input type="checkbox"/> Calea Homecare Tel: 0800 121 8300

How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any **suggestions** or **comments** about your visit, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3313 0088** (Charing Cross, Hammersmith and Queen Charlotte's & Chelsea hospitals), or **020 3312 7777** (St Mary's and Western Eye hospitals). You can also email PALS at imperial.pals@nhs.net The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to complain by contacting our complaints department:
Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street
London W2 1NY

Email: ICHC-tr.Complaints@nhs.net
Telephone: **020 3312 1337 / 1349**

Alternative formats

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team:
imperial.communications@nhs.net

Wi-fi

Wi-fi is available at our Trust. For more information visit our website: www.imperial.nhs.uk