

Pharmacy Homecare Service (Patient Charter)

Pharmacy Homecare Service

Information for Patients

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What is this booklet for?

The aim of this booklet (also known as Patient Charter) is to give you extra information about the homecare services. There is also a supporting Patient Information Leaflet (No.354) which is available from yourhealth.leicestershospitals.nhs.uk/

[:Pharmacy Homecare Medicines Service \(leicestershospitals.nhs.uk\)](http://Pharmacy%20Homecare%20Medicines%20Service%20(leicestershospitals.nhs.uk))

This booklet will explain the process for referral to the service and what you can expect if you are new to homecare. It will also explain to you your rights and responsibilities, in line with the principles of the NHS Constitution.

You can find a link to the NHS Constitution here: <https://www.gov.uk/government/publications/the-nhs-constitution-for-england>

You can also ask for a printed copy from your clinical team.



**Health information and support is available at www.nhs.uk
or call 111 for non-emergency medical advice**

Visit www.leicestershospitals.nhs.uk for maps and information about visiting Leicester's Hospitals
To give feedback about this information sheet, contact InformationForPatients@uhl-tr.nhs.uk

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Introduction

Your hospital-prescribed medicines can be delivered to your home with your consent. This is called a homecare service. This service is delivered by a private company, known as the homecare provider, working with the NHS. For some patients, this service may also involve care taking place in your home such as medicines being given by a nurse. This service may also include delivery of any equipment you need and any medical waste collection. For this service to be delivered safely and effectively, your clinical team will work with the Pharmacy Homecare team and the homecare provider.

How can pharmacy homecare help me?

The homecare service helps to give you the treatment you need in your own home without the need to go to a hospital or clinic.

If you have had a stay in the hospital, a homecare service can often help you return home sooner. It can also help you to be independent and give you more personal control over managing your medicines.

If you regularly go to outpatient appointments and day units for repeat prescriptions, then homecare will save you time by bringing your treatment directly to you, at home or at an approved address. This may be easier for you and it also helps the NHS to free up appointments and hospital beds. This means we can care for more people. A homecare service can also save the NHS money in many different ways.

What choices can I make about the service?

You will have the chance to talk about how the homecare service will work for you. You have the right to ask for your medicines or medical treatments to be delivered on a date and time that is best for you.

If you need more than 1 prescribed medicine the provider will do their best to get you everything you need in 1 delivery, if they can.

Your homecare provider is responsible for making your care arrangements. You can expect them to do their best to meet your needs where possible. If your needs cannot be met, they should explain the reason to you. You can talk about this, and any other problems, with your clinical team if you want to.

Setting up homecare arrangements

The role of patients in setting up services – the ‘right’ to be engaged

Patient experiences and feedback are used when setting up new services and choosing providers. We regularly ask for feedback from patients on their homecare service. This may be through surveys from the trust or from your homecare provider. We welcome all feedback from patients at any time. This helps us and the homecare provider to improve the quality of the service. This also helps us identify good service.

What can my hospital team and GP help me with?

The hospital staff such as doctors, nurses and pharmacists, as well as other members of the team, will make sure the homecare medicine services meet your needs. They will also let your GP know which medicines you are being given through the homecare service. You have the right to refuse consent for the sharing of this information with your GP. The risks of not giving your consent will be explained by your hospital healthcare professional.

Starting your homecare medicines

This section of the booklet will explain what will happen when you are referred to the homecare service.

Is homecare right for me?

You will speak with a healthcare professional who will give you information about the homecare service. You will have the chance to ask the professional any questions you have. Every patient is entitled to this and has the right to accept or refuse treatment. You can take information away, or ask for it in a different format. You can continue to ask questions or get more information even after starting your service.

If you can make choices, such as who the homecare provider will be, this will be explained and offered to you. For most services, there is only 1 provider. You can ask for more information about your homecare provider at this stage.

You will also have the choice of when and where you get your deliveries and nursing care if needed. You can choose who can get your medication for you such as a relative or neighbour. You can arrange this with your homecare provider.

Patient support programmes

Patient support programmes are available to help patients with their medicines. This support can be given online or in person. This can include:

- being shown how to inject medicines
- blood checks/tests
- text message reminders for follow up appointments or blood tests
- follow up calls to see how you are getting on

We will explain how this will support you. You can choose if you want or do not want these programmes at any time.

Please speak with your clinical team if you have any worries or questions about the service such as how to take your medication.

Getting your consent

Patient information record form

You will be asked to sign a Patient Information Record Form. This will record that you have understood the information your healthcare professional has explained to you and any written information given to you.

This form will be kept by the hospital in your medical records. It is not sent to the homecare provider. You may ask for a copy of this for your own records.

You can ask for this form to be given in other languages and in an accessible format.

For more information please go to the website:

<https://www.leicestershospitals.nhs.uk/aboutus/about-this-website/data-protection/>

Consent to share your confidential medical information

For your care, it is important that your confidential medical information is shared with the homecare provider. You can choose not to let us share your information. If you do not let us share your information we may not be able to give you a safe homecare service and you may not be able to have the homecare service.

Consent to start homecare treatment

You will also need to agree to start homecare treatment. This is consent for us to refer you to the homecare service. You have the right to stop giving consent for the homecare service at any time by contacting the clinical team. If you stop giving consent, the homecare service will stop.

You will be asked to update your consent if major changes are made to the service you have agreed to, this is kept by the hospital.

Registering for homecare

After you have decided to have the homecare service, a healthcare professional will fill out the referral paperwork to register you for the service. This paperwork will include what you need from the homecare company and your contact details. Please give the most up-to-date contact information and 2 contact phone numbers if you can. This form and your prescription will be sent to the hospital's Pharmacy Homecare Team who will send them securely to the homecare provider.

The homecare provider will use the referral form to register you onto their system. They will contact you to arrange the first delivery. They will use the prescription to then dispense your medicine and make the delivery.

For some medicines, they may also make arrangements for a nurse appointment. This can be done online or face-to-face.

First contact with the homecare company

Homecare provider information pack

You will be given information from your new homecare provider about the homecare service. This is usually a welcome booklet or similar . This may be sent by post or with your first delivery. Your clinic may have also given you this. The booklet will have contact number/s and general information about your homecare provider. This will also have information on how to make a complaint or tell them about any concerns you have. Please contact your clinical team if you do not get this booklet by the time you have had your first delivery or nurse visit. The contact number for your team can be found on a recent clinic letter.

You could also be given information on available optional Patient Support Programmes. A patient support programme is any service that is provided over and above a core homecare medicines service. This can include for example a blood sampling service or help with taking your medicines at home. You can talk about your needs with the homecare provider.

Information about your medicines

You will also get information about your medicines. This will include advice on how to take your medicine safely. This information may be given to you by the clinic you are seen in or by the Homecare provider.

For some medicines offering a Patient Support Programme, you may also be signposted to more information that you can get from company websites or mobile apps, as well as written information. You can ask for information to be given in different formats. Please ask your homecare provider for this.

All patients can contact their homecare provider at any point if they have any questions. Contact details can be found in the welcome booklet.

Getting your home ready for the service

For you to get the best service possible you may need to make very small changes at home. This could be making space for a small fridge for the storage of medication or space for equipment and items such as dressings or syringes. This will depend on your treatment needs, and you will be advised about this by your homecare provider when they first contact you.

At this stage, you will be contacted by your new homecare provider's customer service team.

The role of customer service

When your homecare provider contacts you, they will give you all the information you need on how their service will work for you.

You should ask as many questions as you need to and the provider will answer as best as they can.

You can contact the customer services team at any point. Their contact details can be found in the

welcome booklet or on their website. You can contact customer services to arrange your deliveries and visits.

Some providers have webchat functions as well as phone lines. This allows another way to contact the team which may be useful when phone lines are busy.

Customer service will ask you to confirm your identity. It is important to cooperate with the security questions.

Nursing services

You may need a nurse to visit you at your home to show you how to take your injectable medicines or to give your medicines or related care. These visits will be booked in advance to suit your availability. You may get a reminder call or text before the visit. If you need to cancel or change the time of the visit please contact the customer care team as soon as possible. Missed visits can cost the NHS.

On the first visit, they may spend a little more time with you to do some paperwork.

Visits are usually Monday to Friday 9am to 6pm or Saturday morning. These times can vary between providers. You can talk about your needs when making arrangements. The visits can take place in your home or another suitable location.

Any nurse that visits you will be a fully qualified and registered professional. They will have identification.

Deliveries

This section of the booklet will explain to you what happens when your medicines are delivered to you.

Some providers now have options to book deliveries on apps or their websites.

What happens when my medicines are delivered?

You will get a confidential service and will be treated with respect and dignity. For example, vans making deliveries will not have information on them that will show you are getting homecare. Each member of the provider's homecare team who delivers your medicines will be fully DBS checked.

Deliveries may also be made by couriers or postal services (for certain approved items) arranged by the homecare provider. Standard deliveries are Monday to Friday within working hours. Some providers may offer late or Saturday mornings as part of their standard delivery service. Outside of these times or days deliveries may not be possible.

Deliveries will not be made without your consent. A signature will be needed for each delivery, given by yourself or someone you have chosen to sign for you.

Where possible you should sign for your own medicines, if this is not possible, you can choose someone to sign for your medicines for you. This person must be an adult.

Sometimes your homecare provider may need to make changes to the normal delivery or other

parts of your service. The homecare provider will contact you if this is the case and it is your responsibility to arrange with the homecare provider any adjustments to make sure you carry on getting your treatment.

Where can my medicines be delivered to?

You may be able to have your medicines delivered to an address other than your home, for example, your workplace. If this option is available it will be offered to you by your homecare provider.

Access to your home

Sometimes, a member of your homecare provider's team may need to enter your home. It should be explained to you why they need to do this. You have the right to refuse entry to the team member. It is important you understand that the provider's homecare team will only enter your home to help you. If you refuse them entry you could be left without the care you need.

The staff will carry an identity badge to show who they are. You should ask them to show this to you before you let them enter your home.

How will I get my medicines and how should they be stored at home?

This section will explain your responsibilities for getting and storing your medicines, planning for holidays and stopping therapy.

If you are getting more deliveries than you need, or not enough, tell your homecare provider by phoning the customer service team. If you have stock of your medicines left when a new delivery arrives check the older stock of medicines is still in date and use it first, unless there have been changes in what you should take. You will be asked when arranging deliveries or when things are delivered how much medicines you have in stock. It is important to give right information to stop waste.

Some medicines need special storage, such as being kept in a fridge. Your homecare company will explain this to you. It is your responsibility to store medication correctly. This information can also be found on your medication box.

If a fridge has been given to you for your medication it should be kept clean. It needs to be checked that it is working at the right temperature. Any problems should be reported as soon as possible to the homecare provider. It should only be used for your medication and any other products delivered to you as part of your treatment which need to be stored in the fridge.

If your medication is stored in your own fridge, please make sure it is in clean working order. Please make sure medication is stored in the main compartment of the fridge, on a clean shelf and not touching the back of the fridge. This will stop the medication getting damaged or frozen. Do not store medication in the fridge door. Wasted stock costs the NHS money.

Making sure you are available

You need to make sure you can be contacted so deliveries and services such as nurse visits can be arranged and updates can be sent to you.

If your contact number or delivery address details have changed you need to tell your homecare company and your clinical team as soon as possible.

The homecare provider will agree with you when your medicines will be delivered. It is your responsibility to make sure you are available for your medicine to be delivered at the arranged date and time. Make sure you contact the homecare provider customer service team if something unexpected happens and you cannot be there to accept your medicines. Wasted deliveries can cost the NHS money.

Going on holidays

If you are planning a holiday it is important you contact your homecare provider and clinic as soon as possible. You may need to change your medicine's delivery dates or quantities to allow for your trip. You may need advice on storing or travelling with your medicine whilst abroad. You may also need to be given important paperwork for the trip. Most homecare providers are able to deliver your homecare service to another UK address. Please check before you book.

Stopping therapy

If you, your dependant or your relative stops homecare and no longer needs the service please tell the homecare provider and the clinical team as soon as possible and if possible the UHL homecare team: Homecare.pharmacy@uhl-tr.nhs.uk, 0116 258 4476.

If you need to return medication and equipment please make sure they are returned as soon as possible to the correct provider.

How will I start treatment and be monitored during my treatment?

This section has important information to make sure you get the most benefit from your prescribed homecare treatment and reduce unwanted effects.

Other medication

If you are currently taking any other medication please tell your clinical team before starting your new homecare therapy. This will include herbal, over-the-counter medicines and recreational drugs. Please tell your clinical team when this medication is stopped or changed.

If you are planning to have any vaccines please tell your clinical team before you have them to make sure they are safe to have with your medication.

Monitoring

You may be asked to come to the clinic regularly or to have blood tests or other procedures done. It is your responsibility to make sure you go to all your appointments and have any tests you need. You will be told which tests you need to have and how often by the clinic. Delays in having your tests or appointments may delay the processing of your next prescription. This could mean you miss doses of your medication.

Changes to your medicines or your homecare provider

Your therapy may be stopped, put on hold or changed if needed. You will be told about these changes by your clinical team. To prevent wasting your medicines, please tell your clinical team how much of the old medication you still have and any deliveries which may be still planned. If you have any questions about the change to your medication please contact your clinical team.

You will have the chance to talk about your service at regular clinic reviews and you will be given a contact number for the clinic to call if you have more urgent questions. All major changes to your medication will be made with your consent.

On the odd occasion, your homecare service may need to be changed to another homecare provider. You will be contacted before this change happens. You will be given details of why and when the move will happen. You will also have the chance to talk about any concerns. We will try our best to make sure transfers are as smooth as possible for you and that your concerns are dealt with.

Disposal of medication

For injectable medicines, you will be given a special tamper-proof rigid bin. Please follow the instruction for use and do not dispose of your used, empty or unwanted devices (including syringes, prefilled pens, needles or other sharp equipment) in your normal waste bins. These special bins will be delivered with your medication and collected when they are full. This is usually at the same time as your next delivery. If you need more bins please tell your homecare provider. You may need to ask for more bins or a larger bin to be supplied. For disposal of unwanted medication please contact your homecare provider for advice.

Responsibility to report any unwanted effects and allergies

Once you start your medication, if you get any side effects or any which you have been told by your clinical team to report, please contact your clinical team and healthcare provider as soon as possible.

If you have any allergies please tell your clinical team before the start of your homecare treatment. Please also let your team know if you develop any allergies whilst on the treatment or shortly after stopping treatment.

Taking your medicines regularly

Once you have started taking your medicines it is important you follow the instructions you have been given. Take them regularly or as instructed. Doing this will mean you will get the expected benefits and avoid waste. If you find you have problems or concerns about your medicines you should talk to your clinical team.

If a member of your homecare team has any concerns about your treatment they have a responsibility to share this with your clinical team. This would only be to ensure you are benefiting from the best treatment possible.

Problems with the service

Sometimes the homecare provider may need to make changes if normal service is not possible such as during bad weather. You should try to accommodate reasonable requests to make sure you carry on getting your medicines. If you have any concerns about such requests please contact your homecare provider or clinical team.

Complaints, compliments and feedback

Please feel free to feedback on any part of the service including parts that went well. This helps the hospital and the provider to continue to improve the service you get. The contact information for the Pharmacy Homecare Team can be found at the end of this booklet. The contact information for your clinical team can be found on a recent clinic letter.

What can I do if things go wrong?

If you need to make a complaint about any part of your homecare service you should contact your homecare provider first. The details of who to contact should be in your information pack or welcome booklet. Homecare companies must pass on any concerns you have to your clinical team. You can also contact the Pharmacy Homecare team at the hospital or your clinical team.

Every patient has the right to comment on the service they get and to receive a reasonable response.

Homecare medicines services are of a high standard but errors can happen. Any patient who believes an error has been made has the right to feedback their concerns. When you start on the homecare service you will be given information about what to do if this happens. The homecare company and the NHS will want to learn from any errors so reporting them is important.

The feedback survey and questionnaire

Every patient will be asked for feedback on their homecare experience. This will be a chance for you to tell us what you think of the service you have had. This will usually be at least once each year. It would be greatly appreciated if you are able to help by giving feedback. What you say in this feedback will help the homecare company, your hospital and the manufacturer improve the service.

Contacts details for different issues:

- For questions about your medication deliveries, storage or other service issues please contact your homecare provider. You will find their contact details on the welcome booklet they give you.
 - For questions about your nursing service please contact your homecare provider or the nursing provider.
 - For advice on your condition and its treatment, clinic appointments, monitoring and tests, please contact your clinical team.
 - For general questions about the service or if you want to speak with a member of the Pharmacy Homecare Team please contact them on 0116 258 4476 Monday to Friday 9am to 5pm.

اگر آپ کو یہ معلومات کسی اور زبان میں درکار بیس، تو برائے کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔
على هذه المعلومات بلغة أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل

જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।
Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

If you would like this information in another language or format such as EasyRead or Braille, please telephone 0116 250 2959 or email equality@uhl-tr.nhs.uk