

Pharmacy Homecare Medicines Service

Pharmacy Homecare Service

Information for Patients

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Why have I been given this leaflet?

This leaflet explains the Pharmacy Homecare Medicines Service. This service is available to you for the medicines prescribed to you by your hospital clinician.

What is a Pharmacy Homecare Medicines Service?

The Pharmacy Homecare Medicines Service can deliver ongoing hospital prescribed medicine(s) and care to your home or to another agreed place.



The service may also include:

- delivery of ancillary items such as dressings, needles and syringes.
- delivery of equipment such as a pump or a fridge.
- home visits by a nurse (or virtual appointments) for training.
- home visits by a nurse for administration of certain medicines.
- administration of your medicine in a mobile treatment centre (MTC).
- collection and disposal of waste from your treatment.

This service will be started with your consent.

**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

Who will deliver my medicines?

Private companies known as homecare providers (who are not part of the NHS or the hospital) are chosen by us to deliver these services to you. You will be informed of who your homecare provider will be, although this can sometimes change.

Deliveries are usually made by van to your home or to an agreed place of your choice (e.g. your place of work or a nominated friend or relative's address).

The driver carries official identification which you can ask to see.

Your medicines will need to be signed for by yourself or another adult, who you have agreed as an authorised signatory.

How will this service benefit me?

- The service offers you convenience and control over your hospital medicines supply.
- Delivery of your medicines can be scheduled around your normal life, rather than waiting in the hospital pharmacy or returning to hospital to collect more medicines.
- Repeat prescriptions will be automatically requested from your hospital clinician by the homecare provider, so you should always have enough.
- You may also be able to have a nurse visit you at home rather than coming into hospital for training, administration or tests.

What information will the homecare provider know about me?

You can find information about how your personal data will be managed by the hospital in our privacy notice which can be found here:

www.leicestershospitals.nhs.uk/aboutus/about-this-website/data-protection/

The homecare company will also provide information on their privacy notice as part of the welcome pack you will receive.

What are my responsibilities?

- You must continue to attend for your routine blood tests and clinic appointments or GP check-ups as requested by your clinician, to allow your health to be monitored.
- You must inform your clinical team of any other medication you are currently taking before starting your new prescribed medicine, including any that you buy and when they are changed.
- Inform your clinical team if you need to have any vaccinations, so they can check that the vaccine is safe to be taken with your new medicines.
- We must be able to contact you, usually by phone, to arrange your deliveries.
- Tell your homecare provider if you need to make any changes to your delivery date or nurse visit.
- You, or the person authorised to sign for your delivery, must be available to receive your medicines at the time and location agreed with your homecare provider.
- Check your delivery when you receive it, and inform your homecare provider if there is anything missing or not as expected as soon as possible.
- Store your medicines correctly. Let your hospital clinical team know if your medicines have been stored incorrectly.
- Make sure you are at home if a homecare nurse is booked to visit you.

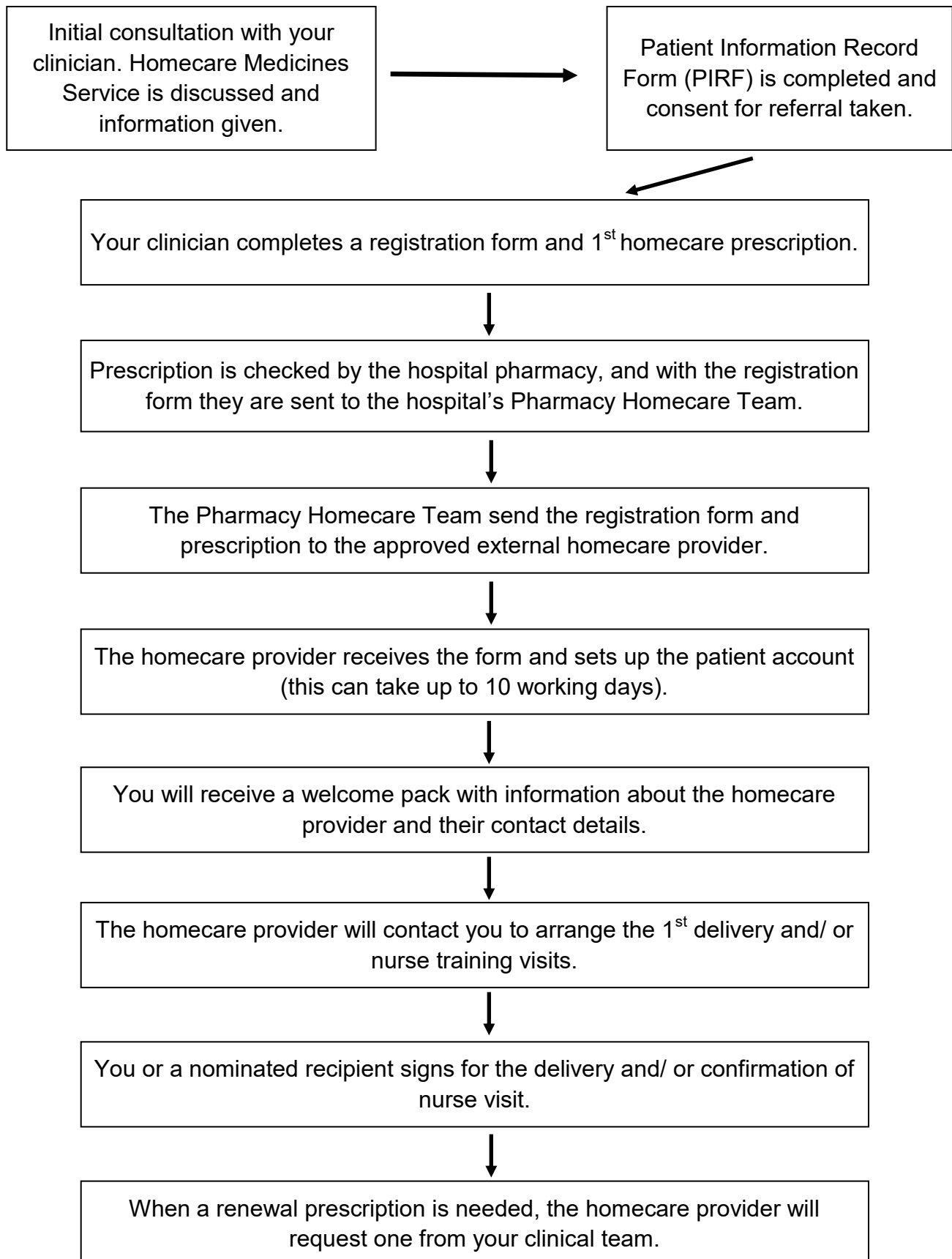


Your clinician may withdraw you from the service if you are unable to meet these requirements.

You may withdraw yourself from the service at any time.

Make sure you inform your clinical team if you have any concerns about the prescribed medication after starting, including any unexpected or unwanted side effects. Use the contact number provided in your welcome pack or clinic letter. For emergencies seek immediate medical help.

The referral journey



What other information is available?

- **Homecare Service Patient Information Booklet** (also known as a 'Patient Charter') - this booklet has further information on the steps you will go through and what you can expect if you are new to homecare. It will also explain your rights and responsibilities, in line with the principles of the NHS constitution.
- **Welcome pack** - with your first delivery, your homecare provider will send you a welcome pack with useful information about the service they will provide, including contact information.
- **Pharmacy webpage** - further information can be found on the Pharmacy page of our website: www.leicestershospitals.nhs.uk/aboutus/departments-services/pharmacy/

How to make a complaint or report an incident

Whilst it is hoped you will never need to, should you need to raise a complaint or incident about the service, please contact your homecare provider. You can find their contact number in the welcome pack they send you.



You can also contact your clinical team (contact details can be found on your hospital letter) or the Pharmacy Homecare Team on **0116 258 4477**.

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ 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 ਵਿੱਚ 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