

# Homecare Medicines - Pharmacy Homecare Service

An information guide



# Homecare Medicines

## What is a homecare medicines service?

It is a service that delivers your medicines to your home or another place of your choosing. The Pharmacy Homecare Team will deal with all aspects of your prescription, and will send your prescription to a trusted homecare delivery company who will dispense and deliver your medicines to you.

This service is offered to you free of charge.

## Who is suitable for the homecare medicines service?

Your clinical team will make you aware if you are suitable for the service.

Homecare services are usually aimed at patients with long term chronic conditions who are on specialist medicines that are prescribed from hospital. Specialities that currently use homecare services include: gastroenterology, infectious diseases and rheumatology, although there are others.

## Benefits of the homecare medicines service

This service will enable you to receive your medicines at home on an agreed suitable day for you, without the need to attend hospital for a prescription. You will receive support from healthcare professionals at the homecare company, as well as from the hospital throughout your treatment.

## **What happens next?**

Your clinical team will explain the service to you and make sure you understand exactly what is involved. They will then ask you to confirm that you are happy to have your medicines delivered by the homecare company.

The homecare delivery company will send you a welcome pack which includes some additional information and the company's contact details. They will also telephone you to arrange your first medication delivery and any training that you may need. If they do not call you, or you have any problems let your clinical team or Pharmacy Homecare Team know so they can help resolve the issue for you.

In order to provide this service, some of your personal information will be shared with the homecare delivery company. The homecare delivery company and its employees follow the same confidentiality rules as the NHS and must comply with the Data Protection Act and GDPR. They will not give information to anyone other than the hospital staff who provides care for you. If you are not happy to share your information with the homecare provider and are unwilling to provide consent, it will not be possible for your medicines to be supplied via the homecare route.

## **What happens if I do not want my medicines to be supplied by a homecare company?**

You do not have to have your medicines supplied by a homecare company and you can opt out of the service at any time. You will still have access to treatment options, which you will be able to discuss with your clinical team.

## **How can I order more homecare medications?**

Your doctor or specialist nurse will advise you on how to order more medication. It is important that you take your medicines as prescribed and do not run out between deliveries. If you have less than one month's worth of medication remaining and have not heard regarding your next delivery, it is important that you call your homecare provider directly, your clinical team or Pharmacy Homecare Team who will be able to help you.

## **Who can I contact regarding my homecare medicine deliveries?**

If you wish to arrange, reschedule or need an urgent delivery of your medication you should contact your homecare delivery company directly. If for any reason you cannot get in contact with your homecare delivery company, you should contact your clinical team or the Pharmacy Homecare Team with any questions or concerns.

## **What are my responsibilities?**

To ensure that your medications are supplied safely using the homecare medicines delivery service, it is important that you:

- Attend your clinic appointments for follow ups and any tests that are needed. This will allow your clinical team to monitor your health and check that your medication is working. Without this, your clinical team may not be able to continue your prescriptions.
- Report any side effects from your medication to your clinical team.
- Provide a contact telephone number and current address for the homecare company to contact you and let the homecare company and your clinical team know if these change.
- Be able to answer the phone of the contact number provided or return the call promptly if a call has been missed from either the hospital or homecare provider.
- Be able to accept deliveries in person, or have someone accept deliveries on your behalf, at home within a given time slot.
- Let the homecare company know if you need a change in delivery schedule; for example, if you are going away on holiday.
- Report any issues you have with the homecare company, or let your clinical team or Pharmacy Homecare Team know if you are unhappy with the service.

If you are not able to do this, it may not be possible to supply your medicines using the home delivery service. Your clinical team will discuss this with you and make alternative arrangements.

## **How do I complain or report any problems with the homecare medicine service?**

You should contact the Pharmacy Homecare Team or your clinical team and they will try and resolve your problem for you.

If you are still unhappy you can contact the patient advice and liaison service (PALS) to discuss. PALS is a patient-friendly, easy to access, confidential service designed to provide a personal contact to assist patients, relatives and carers.

They can offer on the spot advice and information if you have queries or difficulties. They will listen to your concerns and help you find ways of resolving them. They will take note of what you say to help to improve the service our hospitals offer to patients and act as a point of contact for all those wishing to get advice and information about our services.

For details of your nearest PALS office please contact 0161 604 5897. The service has been set up to help patients, and their relatives and carers, find a speedy and effective solution to any problems they may encounter. They can also provide up to date information about the services available throughout the Trust.

It is important that you understand that you have the right to withdraw from the service at any time for any reason.

## **Who do I contact if I have any questions or concerns?**

Contact your clinical team or the Pharmacy Homecare Team if you have any questions or concerns using the telephone numbers provided on this leaflet. They will be able to help and advise you. Staff will be available to answer the phone Monday to Friday between 9am and 5pm.

## **Contact details**

Rheumatology Advice line: 01706 517233

Gastroenterology Advice line: 0161 918 8579

Infectious Diseases Pharmacist: Pennine switchboard 0161 795 4567  
they can then contact the pharmacist.

Pharmacy Homecare Team: 0161 778 2369

If you are not covered by any of the above departments, please call the hospital on 0161 642 0420 and the switchboard operator will put you through to the correct department.

## **Useful links:**

For further information on how the trust uses your data please refer to the Trust privacy notice

**If English is not your first language and you need help, please contact the Interpretation and Translation Service**

Jeśli angielski nie jest twoim pierwszym językiem i potrzebujesz pomocy, skontaktuj się z działem tłumaczeń ustnych i pisemnych

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو مدد کی ضرورت ہے تو ، براہ کرم ترجمانی اور ترجمہ خدمت سے رابطہ کریں

Dacă engleza nu este prima ta limbă și ai nevoie de ajutor, te rugăm să contactezi Serviciul de interpretare și traducere

ইংরাজী যদি আপনার প্রথম ভাষা না হয় এবং আপনার সাহায্যের প্রয়োজন হয় তবে অনুগ্রহ করে দোভাষী এবং অনুবাদ পরিষেবাটিতে যোগাযোগ করুন

إذا لم تكن الإنجليزية هي لغتك الأولى وتحتاج إلى مساعدة ، فيرجى الاتصال بخدمة الترجمة الشفوية والتحريرية

☎ : 0161 627 8770

@ : interpretation@pat.nhs.uk

To improve our care environment for Patients, Visitors and Staff, **Northern Care Alliance NHS Group** is Smoke Free including buildings, grounds & car parks.

For advice on stopping smoking contact the Specialist Stop Smoking Service on 01706 517 522

**For general enquiries please contact the Patient Advice and Liaison Service (PALS) on 0161 604 5897**

**For enquiries regarding clinic appointments, clinical care and treatment please contact 0161 624 0420 and the Switchboard Operator will put you through to the correct department / service**

The Northern Care Alliance NHS Group (NCA) is one of the largest NHS organisations in the country, employing 17,000 staff and providing a range of hospital and community healthcare services to around 1 million people across Salford, Oldham, Bury, Rochdale and surrounding areas. Our Care Organisations are responsible for providing our services, delivering safe, high quality and reliable care to the local communities they serve.

The NCA brings together Salford Royal NHS Foundation Trust and the hospitals and community services of The Royal Oldham Hospital, Fairfield General Hospital in Bury, and Rochdale Infirmary (currently part of The Pennine Acute Hospitals NHS Trust).



[www.facebook.com/NorthernCareAllianceNHSGroup](http://www.facebook.com/NorthernCareAllianceNHSGroup)



[www.linkedin.com/company/northern-care-alliance-nhs-group](http://www.linkedin.com/company/northern-care-alliance-nhs-group)



Northern Care Alliance NHS Group (NCA) @NCAlliance\_NHS



**Date of publication: May 2014**

**Date of review: September 2019**

**Date of next review: September 2021**

**Ref: PI\_DS\_848**

**© The Northern Care Alliance NHS Group**

**www.pat.nhs.uk**

**www.northernalliance.nhs.uk**