**Homecare Patient Charter**

‘**Our Agreement, Together’**

This patient charter explains how we can work together and what you can expect from a homecare service.

You can expect treatment to be delivered within 4 weeks of a prescription being issued by your clinical team.

**Your Rights**

**You have the right to:**

* Refuse consent or withdraw from the Homecare Service. You will need to contact your clinical team to see what options are available to obtain medication.
* Contact the clinical team or homecare company if you have any medical or homecare queries or need to find out about your last prescription.
* Make a complaint if expectations fall below your standards.

**Your Responsibility**

Please notify the hospital team and Homecare Company if your details change such as your address or contact details.

**Medication**

* Medications **must** be stored appropriately. Please refrigerate if informed to do so.
* Attend appointments and adhere to relevant monitoring arrangements when requested by your clinical team who may need to monitor your treatment periodically before they can issue the next prescription. Failure to do so can delay your next supply of medication.
* You need to be contactable so that the homecare provider can arrange a delivery slot.
* You or a nominated person needs to sign for any delivery. Medicines cannot be posted through your letterbox or be left on the porch.

**Clinical Team Responsibility**

* Provide you with their contact details.
* Provide you with information for you to start homecare.
* Complete prescription paperwork in a timely manner to ensure continuity of care.
* Inform you of any reviews or blood tests that may be required to assess treatment.
* Notify the homecare company should you pause/cease treatment.

**Homecare Company Responsibility**

* Provide a welcome pack for new Homecare Patients.
* Provide contact details for you should they have any queries e.g. delivery times.
* Contact you ahead of time to arrange a delivery convenient to you.
* Notify the hospital team in a timely way when your next prescription is due.
* Respond to your complaints in a timely manner.

**Data Sharing**

* **Data** will only be shared with **your consent** with the homecare provider via a prescription and consent form so that they can arrange delivery.
* As all parties are governed by the data protection act, only relevant information is held for the required time and stored securely.