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Homecare Medicines Service – A patient Guide

 **Final version**

**Issued**: *January 2024*

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*Produced by the UHNM Pharmacy Homecare Team in collaboration with your clinical team*

**Please speak to a member of staff if you need this leaflet in large print, braille, easy read, audio or another language**

**Introduction**

The leaflet has been given to you to provide you with information on how to get the most out of the Homecare Service.

If after reading the leaflet you have any questions, please contact one of the clinical team.

**Homecare Medicine Service**

The homecare service provide certain medicines and treatments with your consent which can be delivered directly to your home or a destination of your choosing, such as the workplace or via a Carer.

If additional equipment is required to enable you to take the medicine, this will also be provided. This may include pen-needle disposal kits or in the form of nursing for administration.

**Delivery of medicine**

* The supply and delivery of the medicine will be fulfilled by a homecare company.
* UHNM only use established and recognised homecare providers to deliver your medication.
* A welcome pack is sent out to all new homecare patients and will include details of key contacts, such as patient support contact numbers.
* The homecare company will contact you on the phone number you have provided to arrange a delivery.
* If your contact details change, please let your homecare provider know as soon as possible. If they are unable to contact you, there may be delays to your delivery.
* You or a nominated person will need to be present to accept delivery. As the delivery involves medications, homecare companies cannot post them through your letterbox or leave them unattended on your porch.
* If something unexpected arises and you are not able to accept your delivery, please contact the homecare company’s customer service team using the contact details in your welcome pack.
* Delivery is made by an ‘unmarked’ van to maintain your confidentiality. They will confirm who they are, ask you to verify your identity and sign for delivery.
* On receipt of the medicine, please store them appropriately as directed by the homecare company as some will require refrigeration.
* Depending on the homecare company, future deliveries may be arranged or amended via text, a patient app or online portal. Please speak to your homecare provider to set this up. They remain contactable by phone should you have any queries.

**Benefit of using homecare medicines**

This service allows you to access specialist medicines regularly to manage a specific condition at a time and place convenient to you.

Should you wish to opt out, please speak to your clinical team to discuss what alternative options may be available. Your GP and community pharmacy are not often able to provide specialist medications.

**Who is involved in providing this service?**

* You/the patient and the any carers or family
* Your clinical team – monitoring and reviewing your condition and completing the paperwork (prescriptions)
* The pharmacy team – upon receipt of a valid prescription, checks and places an order. The prescription is then sent to the homecare company.
* The homecare company – receives the prescription to supply and deliver.

**Repeat prescriptions**

The homecare company will automatically request the clinical team to issue any repeat prescription, based on the amount of medication ordered on your current prescription.

Monitoring and reviewing of your medication will be carried out sometimes before issuing a prescription. The hospital will inform you when this is the case. Please ensure you respond promptly to ensure there are no delays to your next prescription.

**What should I do if I’m running low on medication?**

If you have less than **2 weeks** medication and your next delivery has not been arranged, please speak to your homecare provider as soon as possible.

If you have less than **1 week** of medication and your next delivery has not been arranged, please notify both your homecare provider and the hospital team.

**Contact details**

Please contact the **Homecare Provider** if:

* You have not received the welcome call in the expected time.
* You would like to change the agreed delivery date, time or location.
* You are running low on medicines and have not been contacted by the homecare provider to arrange a delivery.
* You have any delivery queries including if it did not arrive when you expected.
* If your nurse does not visit and you are expecting one.
* You would like to update your details.
* You would like to make a complaint. Details on how to make a complaint will be included within the homecare company welcome pack.

Please contact your **Hospital** **Clinical Team** if:

* You feel your condition is getting worse.
* You want to discuss your condition and/ or your treatment.
* You experience an unexpected side effect.
* You would like to discuss your Homecare medicines.

**Confidentiality of Information and data protection.**

Your information will be shared with the homecare provider to be able to arrange delivery.

The consent form you have signed and any other information will only be shared with those involved in your care.

All parties involved in your care are governed by the data protection act.

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