

Medicines supplied by homecare

Patient information sheet

This leaflet is designed to provide information to patients who are on a medicine that can be supplied by a homecare company instead of the hospital or their own GP and to inform them of the reasons for and benefits of using homecare.

What is homecare and how does it work?

Homecare is a way of delivering certain medicines prescribed by the hospital directly to your home, or any place you choose (for example: relative, workplace, neighbour or UK holiday destination), without the need for you to come to the hospital every month or other frequency agreed to collect prescriptions.

Homecare does not involve your GP but, with your consent, the hospital will send your prescription to a trusted homecare provider, who will deliver the medicine to you.

It is important your GP still knows what you are taking as they will continue to provide the majority of your regular medication. The GP will continue to be informed of all your current treatment by letters from your clinic doctor.

Homecare companies are not part of the NHS or Royal Papworth Hospital, but have been chosen by the hospital to provide this service.

Why are we using a homecare service?

We are using a homecare service as it is more convenient for you and it allows certain medication, which GPs are not able to

prescribe on a normal repeat prescription, to be supplied on behalf of the hospital. In some cases it is the only way to make sure our patients have a regular supply of some medicines. There is also a cost saving element for the hospital and the wider NHS.

How will homecare benefit you?

The medication will be delivered directly to your home or an alternative address in the UK.

You must inform the hospital and the homecare company if you intend to travel abroad.

Whilst you do not need to come to the hospital for prescriptions, you must still attend your routine clinic appointments as the hospital needs to monitor your health. The hospital will not be able to continue homecare for you without these check-ups

Delivery options

Your medication can be delivered to a variety of places as long as they are pre-arranged with the homecare company and you are in agreement. All deliveries are made via unmarked vans or courier services.

You may be able to choose:

- Van delivery to home (vans are unmarked so will not be recognised).
- Van delivery to work, a friend or relative (this person's details must be given in writing to the homecare company).

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Large print copies and alternative language versions of this leaflet can be made available on request.

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A member of the homecare provider team will be in contact with you regularly to arrange your deliveries. Some companies will provide you with a text message service on the day of delivery so that you know exactly what time to expect your medication.

You must be available to receive your delivery on the date and time arranged.

What information will the homecare company know about me?

In terms of the information to which they have access, the homecare company is bound by the same confidentiality rules as the NHS regarding accessible patient information, (The Data Protection Act 1998).

The homecare provider will only contact you to discuss delivery and they will only discuss your treatment with members of the hospital team.

Your personal details including name, address, date of birth, medical condition and treatment, will be held on the company's highly secure computer network. You will be

asked to agree, either in writing by signing the registration document, or verbally, that you are happy for the homecare company to hold information about you and your medical condition.

Who to contact

You will have access to a patient care co-ordinator from the homecare provider who will be able to help you with any delivery queries. You will be given a contact number when you are registered with the company.

If you have a medical problem then you should always get in touch with the hospital straightaway using the usual contact numbers provided.

If you have any questions or queries about the homecare service, please contact Royal Papworth Hospital's pharmacy homecare department on:

01233 638540 (please leave a message)

or email:

phn-tr.pharmacyhomecare@nhs.net

Your homecare company contact details are:

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