

# Medicines supplied by homecare

A patient's guide

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, without the need for you to come to the hospital every month 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 he/she 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 the 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.

### **How will homecare benefit you?**

The medication will be delivered directly to your home (or any safe place that is convenient). If you are going on holiday, your medications can be delivered to 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.

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)
- Van delivery to a safe place at your property, eg a garage (the driver will hold a key)

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.

### **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 (name, address, DOB, 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 if you have a problem:**

You will have access to a patient care co-ordinator from the homecare provider who will be able to help you with any delivery problems. 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 ongoing problems with the homecare service, please contact Papworth Hospital's Pharmacy Homecare Department on 01480 364540 (leaving a message on the answer phone), or alternatively please email [pharmacyhomecare@papworth.nhs.uk](mailto:pharmacyhomecare@papworth.nhs.uk)

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