

# Pharmacy Homecare Medicines Service

## Pharmacy Homecare Service

Information for Patients

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### Why have I been given this leaflet?

This leaflet explains the Pharmacy Homecare Medicines Service.

### What is a Pharmacy Homecare Medicines Service?

This service can deliver hospital prescribed medicines and care to your home. It can also deliver to another agreed place of your choice.



The service may also include:

- **Delivery of items** like dressings, needles and syringes.
- **Delivery of equipment** like a pump or a fridge.
- **Visits from a nurse or virtual appointments.** This is to give you training on how to use your medicine or equipment.
- **Nurse visits to your home** to give you certain medicines.
- **Treatment at a Mobile Treatment Centre (MTC).** This is a specially equipped vehicle or clinic where some medicines can be given safely.
- **Collection and safe disposal of any waste** from your treatment.

Health information and support is available at [www.nhs.uk](http://www.nhs.uk)  
or call 111 for non-emergency medical advice

Visit [www.leicestershospitals.nhs.uk](http://www.leicestershospitals.nhs.uk) for maps and information about visiting Leicester's Hospitals  
To give feedback about this information sheet, contact [InformationForPatients@uhl-tr.nhs.uk](mailto:InformationForPatients@uhl-tr.nhs.uk)

## Who will deliver my medicines?

A homecare provider will deliver your medicines. This is a private company chosen by your hospital team. These companies are not part of the NHS. They work with your hospital team to make sure you get the right medicines safely.

Here's what you can expect:

- We will tell you which company will be delivering your medicines. The company may change from time to time.
- The deliveries are often made by van. They can come to your home, workplace or a friend or family member's house.
- The delivery driver will have official identification. You can always ask to see this.
- You must sign for your medicines or another adult can sign for you. This is called a authorised signatory.
- You can call the homecare provider if you have concerns about a delivery or to make changes. We will share the homecare providers contact details with you.

## How will this service help me?

This service will help you manage your hospital prescribed medicines easily:

- Your medicines are delivered to your door.
- Deliveries can be made at times that suit you.
- The homecare provider will ask for repeat prescriptions directly from your hospital clinician. This will make sure you always have enough medicine on hand. If you have not heard from your homecare provider about your next delivery, please contact them directly. You can reach out to your clinical or homecare team for help.
- Many homecare providers have a mobile app. These apps let you:
  - Book and track deliveries
  - Get notifications
  - Set reminders
  - Chat live for help and many other features

## What will the homecare provider know about me?

The homecare provider will need some basic information about you such as:

- Name
- Contact details
- Address
- What medicine you need

This is so that they can deliver your medicines safely. Your personal information will be kept safe in line with the law. The homecare provider will give you information about how they protect your data in their privacy notice. You will get this in your welcome pack. See the hospitals privacy notice here: <https://www.uhleicester.nhs.uk/privacy/data-protection/>

## What are my responsibilities?

### Appointments & Monitoring

- You must attend all routine blood tests
- You must attend all clinic appointments or GP check-ups
- Missing these appointments can cause delays in getting your medicine.
- These appointments check your health and makes sure your treatment is working.

### Medicines & Vaccinations

- Tell your clinical team **all medicines** you are taking before starting your new treatment. This includes over-the-counter medicines or any recent changes.
- Let your clinical team know **before** having any vaccinations. This is to make sure they are safe to take with your current treatment.

### Stay in contact

- The homecare provider must be able to reach you. This will often be by phone to sort your deliveries.
- Let them know if your contact details change.
- Contact them if you need to change a delivery date or nurse visit.

- You may need your medicine early if you are traveling or going on holiday. You must let the homecare provider know 2 months before travelling.



## Getting your medicines

- You or the person you authorise, must be able to get your delivery at the agreed time and place.
- Check your delivery as soon as you get it. Let your homecare provider know right away if anything is missing or not as expected.

## Storing your medicines and stock checks

- Always store your medicines as instructed.
- Let your hospital team know if your medicines have been stored incorrectly.
- Homecare providers will carry out regular stock checks. Please work with them and make sure you give them correct information.
- Keep an eye on your medicine so you do not run out.

## Nurse visits

- You must be at home when a homecare nurse is due to visit.

## Concerns, side effects and emergencies

- Contact your clinical team if you have any unexpected or unwanted side effects.
- Use the contact number in your welcome pack or clinic letter.
- **In an emergency, get medical help right away.**

## Withdrawal from the service

- Your clinician can withdraw you from the homecare service. This is if you do not meet your responsibilities.
- You may also choose to withdraw from the service at any time.

## How it works:

Your clinician will talk about the Homecare Medicines Service. They will give you all the information you need.



You will sign a Patient Information Record Form (PIRF). This is consent to start your homecare service.



Your clinician completes a registration form and 1<sup>st</sup> homecare prescription.



Prescription and registration form checked by the hospital pharmacy. This will be sent to the Pharmacy Homecare Team at Leicester General Hospital.



The Pharmacy Homecare Team send the registration form and prescription to the homecare provider.



The homecare provider gets the forms and sets up your account. This can take up to 10 working days.



You will get a welcome pack. This will have information about the homecare provider and their contact details.



The homecare provider will contact you to sort out the 1<sup>st</sup> delivery and/ or nurse training visits.



You or the person you authorise, signs for the delivery and/ or confirmation of nurse visit.



When you need a renewal prescription the homecare provider will contact your clinical team.



## More information

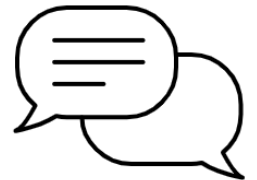
- **Pharmacy Homecare Medicines Service (patient charter):** Our 'patient charter' leaflet has more information. It will tell you what you can expect if you are new to homecare. It will tell you about your rights and responsibilities in line with the NHS constitution.
- **Welcome pack:** You will get a welcome pack with your first delivery. This will have useful information about the service like contact details.
- **Pharmacy webpage:** <https://www.uhleicester.nhs.uk/services/pharmacy/>
- Some of our information is available in video format. Use your smart phone to scan this QR code, or use the link: <https://vimeo.com/user/31170674/folder/22167561?isPrivate=false>



## How to make a complaint or report an incident

To make a complaint or report an incident about the service, please contact your homecare provider. You can find their contact number in the welcome pack.

You can also contact your clinical team (contact details found on your hospital letter) or the Pharmacy Homecare Team on **0116 258 4476**.



اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔  
على هذه المعلومات بلغةٍ أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل  
જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।  
Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

If you would like this information in another language or format such as EasyRead or Braille, please telephone 0116 250 2959 or email [equality@uhl-tr.nhs.uk](mailto:equality@uhl-tr.nhs.uk)