



York and Scarborough
Teaching Hospitals
NHS Foundation Trust

Homecare Medicines Service

Information for patients, relatives and carers

① For more information, please contact:

Pharmacy Department

York Hospital

Wigginton Road, York, YO31 8HE

Tel: 01904 726372 or 01904 724397

Email: yhs-tr.HomecarePatients@nhs.net

Why have I been given this leaflet?

You have been given this leaflet as your consultant has prescribed you one or more medicines that will be delivered directly to your home or another address of your choice. This is called a Homecare Medicines Service. This leaflet aims to provide you with the information you need about receiving your medicines via this service and to make sure you receive your medicines safely and securely.

What is a Homecare Medicines Service?

A Homecare Medicines Service is a term used to describe the delivery of certain hospital prescribed medicines directly to your home or an alternative address that you choose. In some cases, there may be other types of support included such as nursing or nurse training in the home environment or virtually.

The Homecare service is a free of charge service to patients provided by the NHS and you should never be asked to pay for the medication or deliveries. The Homecare providers we use are directly paid for their service by the NHS.

Who will provide my medicines?

The homecare providers we use are private companies, which are not part of the NHS or the hospital but have been chosen by us to provide this service to you. The homecare providers we use will vary depending on which medicine or treatment you are receiving.

Occasionally we may change the homecare provider we use; this should have little or no effect on you. We always use tried and trusted homecare providers who can demonstrate years of experience in providing quality homecare medicines services.

The Homecare providers we use include:

- Alcura- 0800 9800 686
- Baxter – 0800 0324 894
- Calea – 0800 0902 461
- Fresenius Medical Care- 01623 518919
- Healthnet – 0800 083 3060
- Lloyds Clinical – 0345 2636 123
- Personal Homecare Pharmacy (PHP) – 01827 438775
- Pharmaxo- 01225 302188
- Polarspeed – 0800 783 3178
- Sciensus- 0333 103 9499

What information will the Homecare Provider know about me?

Your personal details (including- name, home address, contact details, medical condition and treatment) will be held on the provider's highly secure computer network.

The homecare provider is bound by the same confidentiality rules as the NHS regarding accessible patient information (General Data Protection Regulation 2018).

You will be asked to agree in writing that you are prepared for a homecare provider to hold information about you and your medical condition.

The homecare provider will only contact you or a nominated person who will represent you to arrange a delivery of your medicines and they will only discuss your treatment with you or a member of the hospital team.

How will a Homecare Medicines Service benefit me?

Your medicines will be delivered at regular intervals directly to your home, or other safe and convenient place of your choice. This means you do not have to attend the hospital simply to pick up more medicines and can fit the delivery in with your normal routine.

Whilst you do not need to come to the hospital for your medication, 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 medicine deliveries for you without these check-ups.

Are there any risks?

Homecare medicines services are considered by the NHS as a safe and convenient method of supplying your medicines. However, you should be aware of the small risk that your medicines do not reach you in time which may mean you miss a dose.

To minimise this risk your deliveries will be carefully managed and scheduled, and contingency plans are in place for emergency deliveries should the need arise.

You can further reduce this risk by ensuring you have any required blood tests on time and attend all of your clinic appointments.

Please also help by cooperating with the homecare provider by:

- Being available for delivery at the times you agree with them.
- Checking how much medicine you have left.
- Informing the Homecare service provider if you are running low or have holidays planned.
- Inform hospital staff you are on home delivery of medicines if you are admitted to hospital.

How will my medicines be delivered?

Your delivery options vary depending on the type of treatment being delivered.

Deliveries are usually made by:

- Van delivery to your home
- Van delivery to an alternative address of your choice. This could be your place of work or a named friend or relative's address.
- A GP surgery or local pharmacy if they are happy to accept the delivery and have the relevant storage requirements for example a fridge.

You will always have to sign for your medicine, or someone whose name has been agreed in advance with the homecare provider can do this for you. The hospital will need this signature as “proof of delivery” to check the homecare provider has delivered the medicines as expected.

Safe storage of medications

It is important that your medications are stored correctly. Your medicines should be stored in a dry, safe place out of reach of children. Some medicines need to be stored at room temperature. That is below 25°C.

Other medicines need to be stored in a refrigerator between 2-8°C. Your delivery driver can help you to organise the storage of your medicines and will tell you if they need to be put into the fridge.

Who manages homecare at the Hospital?

The Hospital Homecare Team is a dedicated team of experienced NHS pharmacy staff who manage and coordinate the home delivery of your medicines.

We work closely with your clinical team at the hospital and with the homecare providers to ensure a high-quality service is provided.

What do the Hospital Homecare Team do?

Once you have agreed to receive your medicine at home and your clinical team completes the necessary paperwork, we will then manage your Homecare Medicines Service. We will process your prescriptions and forward them to the designated Homecare Provider. We also monitor the service you receive and help resolve any problems that could affect the delivery of your medicine. We will also liaise with the homecare provider regarding any clinical queries.

Where are the Hospital Homecare Team based and how do I contact them?

We are based in the Pharmacy department at York Hospital.

The Pharmacy Homecare team are available from 8.30am to 5:15pm, Monday to Friday and can be contacted as follows:

- Telephone: 01904 726372 / 01904 724397
- E-mail: yhs-tr.HomecarePatients@nhs.net
- Address: Pharmacy Department
The York Hospital
Wigginton Road
York
YO31 8HE

What happens next?

It can take a few weeks before you begin your treatment via the Homecare Service. Your clinical team is aware of the process and will factor this time period into your treatment plan.

Once you are registered with the homecare provider who is supplying your medicine, they will send you a welcome pack, which will include contact details and some basic information. The pack will usually be sent by post or with your first delivery.

The homecare provider will telephone you to arrange your medication delivery and speak to you about any homecare nurse visits that might need to take place.

If a nurse from the homecare provider needs to visit you, he or she will contact you to arrange the visit. The nurse will either administer your medicine or show you how to do this.

If I have a question, who do I need to contact?

It is important that you know who to contact if you have a problem. This will depend on the type of question you have and the service you are receiving.

To change the date, time, or address for your medicine delivery, or the arrangements for a nurse visit, contact the homecare provider directly on the number they have given you.

It is very important that you contact your provider as soon as possible if you cannot be at home to receive a delivery or your nurse appointment because the NHS may be charged for failed deliveries or appointments.

If you need to arrange an earlier delivery than usual because you are going on holiday, please contact your homecare provider as soon as possible and they will make arrangements for this. Normally any clinical issues concerning your care will need to be referred to the hospital specialist team and not your homecare provider.

For questions regarding your treatment or condition please contact your clinical team via the contact information they have given you.

For all other questions or problems regarding the homecare provider or if you are not happy about the service you have been receiving, please contact the Pharmacy Homecare Team.

For out-of-hours queries, you should contact your homecare provider on the 24-hour helpline number that they have provided.

However, if you require urgent medical advice, you should contact your GP surgery, out-of-hours GP or NHS 111, call 111 or get help from 111 online: <https://111.nhs.uk>

Tell us what you think of this leaflet

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact Pharmacy Homecare Team, Pharmacy Department, York Hospital, Wigginton Road, York, YO31 8HE or telephone 01904 726372.

Teaching, training and research

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

Patient Advice and Liaison Service (PALS)

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email yhs-tr.patientexperienceteam@nhs.net.

An answer phone is available out of hours.

Leaflets in alternative languages or formats

If you would like this information in a different format, including braille or easy read, or translated into a different language, please speak to a member of staff in the ward or department providing your care.

Patient Information Leaflets can be accessed via the Trust's Patient Information Leaflet website:

www.yorkhospitals.nhs.uk/your-visit/patient-information-leaflets/

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