

What if I have a problem?

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

You can still contact your specialist nurse at the hospital, using the contact numbers provided by them.

If you have ongoing problems with the homecare service, please contact **East Kent Hospitals Pharmacy Homecare Department** on **01227 866360**.

This leaflet has been produced with and for patients

If you would like this information in **another language, audio, Braille, Easy Read, or large print** please ask a member of staff.

Any complaints, comments, concerns, or compliments please speak to your doctor or nurse, or contact the Patient Advice and Liaison Service (PALS) on 01227 783145, or email ekh-tr.pals@nhs.net

Further patient leaflets are available via the East Kent Hospitals web site www.ekhuft.nhs.uk/patientinformation

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Homecare Medicine Service: delivering medicines to your home

A Patient's Guide

This leaflet provides information on your medication which is supplied by a homecare company rather than by your hospital or your GP.



What is homecare and how does it work?

Homecare is a way of delivering certain medicines prescribed by the hospital directly to an agreed address. This is at no extra cost to you.

With your consent, the homecare pharmacy team will send your prescription on behalf of the hospital to one of the approved homecare providers who will dispense and deliver your medicines.

Your GP will continue to be informed of all your current treatment by letters from your clinic doctor.

It is important that you attend your regular clinic appointments. Not attending clinic appointments could lead to your deliveries being interrupted.

Importantly, all aspects of your clinical care and management remain with the doctor, nurse, and pharmacist at your hospital.

How will homecare services benefit me?

- Time saving – no waiting in a hospital pharmacy.
- Delivery times are arranged to suit you.
- Reduced travel or car parking costs.
- If you are going on holiday your medications can be delivered to an alternative address in the UK. You must tell the hospital and homecare company if you plan to travel.

Who will provide my medicines?

Homecare companies are not part of the NHS but have been chosen by the hospital to provide this service. When you register for the homecare service you will receive a welcome pack from the homecare company that will explain who they are and what they do.

What are my options for delivery?

Your medication will be delivered directly to an address agreed with you, at regular intervals. This could include your place of work or a friend or neighbour's address, as long as they are pre-arranged with the homecare company. All medicines are delivered in an unmarked van.

A member of the homecare company will contact you to agree your deliveries and check how much stock you have left. 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 delivery.

What information will the homecare company know about me?

Homecare companies are bound by all applicable laws concerning data protection.

The homecare company 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, date of birth, medical condition, and treatment) will be held on the company's 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.