



Information for
patients and
carers

Homecare Medicines Services

Why have I been given this leaflet?

You have been given this leaflet to help you understand a homecare medicines service which is available to you for the medicines that you have been prescribed by your hospital clinician. Additional information can be found in your Welcome Pack.

What is a homecare medicines service?

A homecare medicines service is the delivery of hospital prescribed medicines directly to your home or other appropriate location (for example your workplace).

The homecare medicines service may also include:

- the delivery of ancillary items such as dressings, needles and syringes
- the delivery of equipment such as a pump or a fridge
- nurse home visits to train you how to give yourself your medicine
- regular nurse visits to give your medicine

Your hospital team is still fully responsible for the clinical aspects of your treatment. They will keep your GP up to date with any changes to your care.

How will a homecare medicines service benefit me?

The service offers you convenience and control over your hospital medicines supply. Delivery of your medicines can be organised around your needs. You will not need to wait in the hospital pharmacy or travel back to hospital to collect your medicines.

Repeat prescriptions can be automatically ordered by your clinician. You may also be able to have a nurse visit you at home rather than in hospital.

How will my medicines be delivered?

Deliveries are made by a homecare delivery driver in a van to your home. You can also arrange to have your medicines delivered to a different address (for example your place of work or a friend or relative's house).

The driver carries official identification which you can ask to see. You, or someone you know, will always need to sign for your medicine delivery. This ensures your medicines have arrived safely.

This is a free service and you will never be asked to pay for the delivery of your medication, or provide any bank details.

What can I do to help?

- Attend your routine clinic appointments, blood tests or GP check-ups
- Make sure the hospital and homecare service have your contact details (phone number and email address if you have one)
- Make sure someone is around to accept the delivery
- Make sure you are at home when a homecare nurse is booked to visit you
- Tell your homecare service if you need to make any changes to your delivery date or your nurse visit
- Keep your medicines stored correctly and let your hospital team know about anything that has been stored the wrong way
- Check your delivery and tell your homecare provider if there is anything missing or not as expected

Confidentiality

We take your personal security seriously and do not pass your personal details on to anyone else without your permission. You can find all the information about how your personal data will be managed in our privacy notice which can be found here:

<https://www.lancsteachinghospitals.nhs.uk/privacy-notice>

Who to contact when

You should contact the Homecare Provider if:

- You have not received the welcome call in the expected time
- You would like to change the agreed delivery date / time / location
- You are running low on supplies and have not been contacted by the homecare provider to arrange a delivery
- Your delivery has not arrived when you expected
- You have any other query about your delivery or your nurse visit if you are expecting one
- You would like to make a complaint. If you prefer, you can also complain to the hospital pharmacy team

You should contact your Hospital Clinical Team if

- You feel your condition is getting worse
- You want to discuss your condition and/or your treatment
- You experience an unexpected side effect
- You would like to discuss your Homecare medicines

You should contact your Hospital Pharmacy Homecare Team, Telephone 01772 524003 or email pharmacy.homecareteam@lthtr.nhs.uk if

- You are unable to contact your homecare provider to arrange a delivery
- You still have concerns following discussion with your homecare provider
- You would like to make a formal complaint about your homecare provider or your homecare provider has not resolved a complaint
- You want to change how you receive your medicines

Contact details

Hospital Pharmacy Homecare Team

Telephone: **01772 524003**

Email: pharmacy.homecareteam@lthtr.nhs.uk

Sources of further information

www.lancsteachinghospitals.nhs.uk

www.nhs.uk

www.accessable.co.uk

www.patient.co.uk

All our patient information leaflets are available on our website for patients to access and download:

www.lancsteachinghospitals.nhs.uk/patient-information-leaflets

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Lancashire Teaching Hospitals is a smoke-free site. Smoking is not permitted anywhere on any of our premises, either inside or outside the buildings. Our staff will ask you about your smoking status when you come to hospital and will offer you support and advice about stopping smoking this will include Nicotine Replacement Therapy to help manage your symptoms of withdrawal and the opportunity to speak to a nurse or advisor from the specialist Tobacco and Alcohol Care Team. If you want to stop smoking, you can also contact the Quit Squad Freephone 0800 328 6297.

Please ask if you would like help in understanding this information. This information can be made available in large print and in other languages.

Gujarati:

આ માહિતીને સમજવામાં સહાયતા જોઈતી હોય તો કૃપા કરીને પૂછો. આ માહિતી મોટા છપાણામાં અને અન્ય ભાષામાં ઉપલબ્ધ કરી શકાય છે.

Romanian:

Vă rugăm să întrebați dacă aveți nevoie de ajutor pentru înțelegerea acestor informații. Aceste informații pot fi puse la dispoziție în format mare și în alte limbi."

Polish:

Poinformuj nas, jeśli potrzebna jest ci pomoc w zrozumieniu tych informacji. Informacje te można również udostępnić dużym drukiem oraz w innych językach

Punjabi:

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਸਮਝਣ ਵੱਲ ਮਦਦ ਲੈਣੀ ਚਾਹੋਗੇ ਤਾਂ ਕਰਿਪਾ ਕਰਕੇ ਇਸ ਬਾਰੇ ਪੁੱਛੋ। ਇਹ ਜਾਣਕਾਰੀ ਵੱਡੇ ਪ੍ਰਿੰਟ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵੱਲ ਮੁਹੱਈਆ ਕੀਤੀ ਜਾ ਸਕਦੀ ਹੈ।

Urdu:

دوسری زبانوں اور ریڑی اگر آپ کو ہی معلومات سمجھنے کے لیے مدد کی ضرورت ہے تو
یچھیہا یمن یبہ ابی دست بو یسکت ہے براے مہر یان پو ری چھدی معلومات

Arabic:

مطبوعة بأحرف كبيرة و بلغات إذا كنت تريد مساعدة في فهم هذه المعلومات يرجى أن تطلب
أخرى يمكن تو فير هذه المعلومات

Department: Pharmacy

Division: Diagnostics and Clinical Support

Production date: June 2022

Review date: June 2025

JR 909 v1