

Patient information

Homecare Medicines Service

Pharmacy

Why have I been given this leaflet?

A service is available to deliver the medicine(s) you have been prescribed by your hospital clinician directly to your home or other appropriate location. This is called a Homecare Medicines Service.

What is a Homecare Medicines Service?

A Homecare Medicines Service is the delivery of certain hospital prescribed medicines directly to your home or other appropriate location. Where applicable, the service may also include training in your home to use an injectable medicine or regular home visits by a nurse to administer your medicine.

Who will provide my medicines?

The homecare providers we use are private companies who are not part of the NHS or the hospital but have been chosen by us to provide this service to you. Occasionally, the Homecare Provider delivering your homecare service may change. This will always be carefully managed and you will be notified beforehand. Your homecare service may be funded by a pharmaceutical manufacturer. There is no charge to patients for using any element of these services.

How will a Homecare Medicines Service benefit me?

Homecare medicines services offer convenience and more control over your medicines supply. Delivery of your medicines can be scheduled around your life rather than waiting in the outpatient pharmacy or returning to hospital simply to collect more medicines. Repeat prescriptions will be automatically requested by the homecare provider to your clinician meaning you should always have enough. Where applicable, you may also be able to have some of your treatment at home, rather than in the hospital. You may withdraw from the service at any time.

How will my medicines be delivered?

Typically, deliveries are made by van delivery to your home or to an appropriate alternate location of your choice (e.g. your place of work or a friend or relative's address). Your medicines will always need to be signed for by yourself or another named individual ("Authorised Signatory"). This ensures your medicines reach you successfully.

What are my responsibilities?

You must continue to attend your routine clinic appointments, blood tests or family doctor (GP) check-ups as requested by your clinician to allow your health to be monitored appropriately. You must be contactable, typically by telephone, to arrange your deliveries. Please note, the first time that the Homecare Company attempts to contact you, the number may appear on your device as unknown or withheld. The call must be answered to allow you to be set up on the service.

You, or your Authorised Signatory, must be available to receive your medicines at the time and location agreed with your homecare provider. Our clinicians may withdraw you from the service if you are unable to meet these requirements. You may withdraw yourself from the service at any time.

What information will the Homecare Provider know about me?

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.liverpoolft.nhs.uk/media/15353/privacy-notice-patients.pdf>

If you are unable to access the patient privacy notice above or would like a paper copy please request from your clinician who will be able to provide you with a hard copy of the patient information leaflet 'Privacy Notice'.

Who do I contact?

Medication Delivery Query – Contact the homecare provider using the telephone number in your welcome pack.

Clinical Queries – For information regarding the condition you are being treated for, adverse reactions or response to the medicines, contact your clinical team in the hospital.

What other information is available?

Welcome Pack:

With your first delivery, your homecare provider will send you a welcome pack with useful information about the service they will provide you including contact information.

Homecare Medicines Patient Charter

Contact the Pharmacy department if you would like a copy of our Homecare Medicines Patient Charter.

Feedback

Your feedback is important to us and helps us influence care in the future.

Following your discharge from hospital or attendance at your outpatient appointment you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt out at any point. Your co-operation is greatly appreciated.

Further information

Homecare Team
Pharmacy Department
Aintree University Hospital
Tel: 0151 529 8895

Patient privacy notice:

<https://www.liverpoolft.nhs.uk/media/15353/privacy-notice-patients.pdf>

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All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

يمكن توفير جميع المعلومات المتعلقة بالمرضى الموافق عليهم من قبل انتمان المستشفى عند الطلب بصيغ أخرى، بما في ذلك لغات أخرى وبطرق تسهل قراءتها وبالحروف الطباعية الكبيرة وبالصوت وبطريقة برايل للمكفوفين وبطريقة مون والكترونياً.

所有經信托基金批准的患者資訊均可以其它格式提供，包括其它語言、易讀閱讀軟件、大字

體、音頻、盲文、穆恩體 (Moon) 盲文和電子格式，敬請索取。

در صورت تمایل میتوانید کلیه اطلاعات تصویب شده توسط اتحادیه در رابطه با بیماران را به اشکال مختلف در دسترس داشته باشید، از جمله به زبانهای دیگر، به زبان ساده، چاپ درشت، صوت، خط مخصوص کوران، مون و بصورت روی خطی موجود است.

زانیاری پئوهندیدار بهو نهخوشانهی له لایمن تراستهوه پهسند کراون، نهگمر داوا بکریت له فورماتهکانی تردا بریتی له زمانهکانی تر، نیزی رید (هاسان خویندنهوه)، چاپی گهوره، شریتی دهنگ، هیلی موون و نهلیکترونیکی ههیه.

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