

Homecare Medicines Service

Information for patients, relatives and carers

This leaflet provides information for those who have been prescribed medicines through the Homecare Medicines Service. It includes advice about how the service is provided and how to receive your medicines safely and securely. If you have any other questions or concerns, please do not hesitate to contact your clinical team at the hospital using the details in your clinic letter.

What is the Homecare Medicines Service?

The Homecare Medicines Service can organise the delivery of certain hospital-prescribed medicines directly to your home or an alternative UK address that you choose.

In some cases, this may include the delivery of other types of support, such as nursing or teaching in the home environment. Ancillaries (for example, needles, syringes, sharps bins) are also provided.

The Homecare Medicines Service is a free service for NHS patients. If you receive the service, you should never be asked to pay for medicine or deliveries.

This service is only available for some medicines. You will have to collect your regular non-homecare medicines in the usual way.

Who will provide my medicine?

The Homecare Medicines Service is provided by private homecare providers that are not part of the NHS or King's College Hospital NHS Foundation Trust. They have been chosen by us to provide this service to you. The providers we use depend on the treatment or medicine you are receiving.

Occasionally we may change the homecare providers we use. This should have little or no effect on you. We always use tried and trusted homecare providers who can demonstrate experience in providing quality Homecare Medicines Services.

The homecare providers we use include:

- Alcura
- Baxter
- Calea
- HealthNet
- LloydsPharmacy Clinical Homecare
- Pharmaxo Healthcare
- Polar Speed
- Personal Homecare Pharmacy (PHP)
- Sciensus (formally known as Healthcare at Home)

How will the Homecare Medicines Service benefit me?

The service offers you convenience and control over your hospital medicines supply.

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

While you do not need to come to the hospital for your homecare medicine, 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.

What we ask from you

The NHS considers the Homecare Medicines Service a safe and convenient method of supplying your medicines. However, you should be aware of the small risk that your medicines may 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 if you need them.

You can further reduce this risk by having any blood tests you need on time and attending all your clinic appointments.

Please notify us of any changes to your contact information, so the clinical team can contact you if needed.

Please also cooperate with the homecare provider by:

- being available for delivery at the times you agree with them
- telling them if you have less than a two-week supply of medicines or have holidays planned
- telling them of any changes to your contact information

If you are admitted to hospital, please inform hospital staff you use the Homecare Medicines Service.

What happens next?

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

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

The homecare provider will telephone you on a withheld number to arrange your medicine delivery. They will also discuss with you any homecare nurse visits that might need to take place.

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

Storing my medicine

- It is very important you store your medicine correctly. Please read the patient information leaflet inside the package for storage instructions. All medicines should be kept out of sight and reach of children.
- Please ensure your fridge is in good working condition before delivery of any medicine which needs to be stored in the fridge. If a fridge medicine is left out of the fridge, or your fridge fails, please read the patient information leaflet in the package for advice or contact your clinical team.

What if I am away or on holiday?

- If a delivery is due while you are away from home, your medicines can be delivered to an alternative UK address. You will need to give your homecare provider 2 weeks' notice. Please note, there are restrictions to this service.
- Medicines cannot be delivered outside of the UK. If you are planning to travel abroad and need extra supplies to take with you, please speak to your hospital clinical team and homecare provider with 4 weeks' notice.
- Please also consider medicine storage needs when travelling. Speak to your homecare provider and hospital clinical team for advice.
- Please note, it is important to declare your medical condition when buying travel insurance.

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. They will not be shared with any third parties, other than those necessary to deliver the service to you.

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, either in writing or verbally, 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 delivery of your medicines. They will only discuss your treatment with you or a member of the hospital team.

Contacts

If you have any queries about your delivery, please contact your homecare provider using the contact details in their welcome pack.

If you have any other questions or concerns, please contact your clinical team on the numbers provided to you.

The aim of the Homecare Medicines Service is to make life easier for you. If things do go wrong, please contact your homecare provider first to try resolve the issue. If you have experienced any problems with the service, please let your clinical team know during your next hospital appointment.

If you need medical assistance, please contact your clinical team at the hospital, your GP or NHS 111. If you need urgent medical aid, please call 999 or go to your nearest emergency department.

NHS 111

This service offers medical advice and help from fully trained advisors supported by experienced medical practitioners. Available over the phone 24 hours a day.

Tel: 111

Web: www.111.nhs.uk

NHS website

Online information and guidance on all aspects of healthcare and health conditions.

Web: www.nhs.uk

MyChart

Our MyChart app and website lets you securely access parts of your health record with us, giving you more control over your care. To sign up or for help, call us on **020 3299 4618** or email **kings.mychart@nhs.net**. Visit **www.kch.nhs.uk/mychart** to find out more.

Sharing your information

King's College Hospital NHS Foundation Trust has partnered with Guy's and St Thomas' NHS Foundation Trust through the King's Health Partners Academic Health Sciences Centre. We are working together to give our patients the best possible care, so you might find we invite you for appointments at Guy's or St Thomas' hospitals. King's College Hospital and Guy's and St Thomas' NHS Foundation Trusts share an electronic patient record system, which means information about your health record can be accessed safely and securely by health and care staff at both Trusts. For more information visit **www.kch.nhs.uk**.

Care provided by students

We provide clinical training where our students get practical experience by treating patients. Please tell your doctor or nurse if you do not want students to be involved in your care. Your treatment will not be affected by your decision.

PALS

The Patient Advice and Liaison Service (PALS) is a service that offers support, information and assistance to patients, relatives and visitors. They can also provide help and advice if you have a concern or complaint that staff have not been able to resolve for you. They can also pass on praise or thanks to our teams.

Tel: **020 3299 4618**

Email: **kings.pals@nhs.net**

If you would like the information in this leaflet in a different language or format, please contact our Interpreting and Accessible Communication Support on 020 3299 4618 or email kings.access@nhs.net