

# Homecare medicines service



## Information for patients

This information leaflet explains more about our homecare medicines service and answer some of the questions you may have about the service. If you have any other questions or concerns, please do not hesitate to speak to the doctors, pharmacy or nurses caring for you.

Throughout this leaflet the terms 'you' or 'your' refer to either yourself (as the patient) or to your dependent/child (when they are the patient).

### Confirming your identity

Before you have a treatment or procedure, our staff will ask you your **name** and **date of birth** and check your **ID band**. If you don't have an ID band we will also ask you to confirm your address.

**If we don't ask these questions, then please ask us to check.**

Ensuring your safety is our primary concern.

## What is the homecare medication service and how does it work?

The homecare medication service can enable some medications prescribed by the hospital to be delivered directly to your home or nominated UK address e.g. your work place without the need to go to the hospital or a clinic. This service can help save you time waiting for medications to be dispensed and give you more control over the supply of your medication. For some patients the service may include some level of care or training in your home by a healthcare professional. The clinical team at the hospital will give you more information if this is applicable to you.

The prescription will be sent by the hospital to the homecare company to be dispensed and delivered to you for your convenience. Any other medications will be supplied the usual way - either by GP's prescription supplied from your local pharmacy or hospital pharmacy. You will have the opportunity to discuss how homecare will work for you with the hospital staff.

The homecare medicines service does not affect other aspects of your care. You must still attend clinic appointments and any routine monitoring e.g. blood tests.

## How do I register?

The homecare medication service is only offered for certain medicines. To use this service you must be contactable on a mobile or landline telephone. You must also be willing to accept calls from a withheld number as the homecare provider will initially contact this way to ensure privacy.

Homecare delivery companies are currently only able to offer their services in English. If necessary there are services such as language



line (see contact details below) available which can assist in translating.

Your clinical team will help you complete the registration form for the service. They will also request your written consent to use the service. Consent is required to allow your information to be shared with the home delivery company, so they can arrange your deliveries and set up your account.

You can withdraw from the service at any time by contacting your hospital clinical team. This will not affect your future care.

### **Who will provide my medicines/treatment?**

The service is provided by private companies registered to supply medical treatments and medications. The companies used depend on the treatment or medication you are receiving. If there are changes to the homecare company we use, you will be contacted.

The homecare company has a responsibility to keep your information confidential. They will provide a professional and reliable service to you. Once you are registered with the homecare service you will be sent a welcome pack. This pack will include contact details for customer services.

### **How will my medicines be delivered?**

- The homecare company will contact you each time you have a new prescription to arrange the delivery. Deliveries are usually scheduled to arrive when you have approximately two weeks supply of medications left. You can expect to receive a discreet service which is convenient for you.
- Most companies offer a text message service on the day of delivery so you are made aware exactly what time to expect your



medication. Deliveries are made by drivers who drive unmarked vans and all carry an identification card, they also understand the need for confidentiality and discretion.

- All deliveries will require a signature upon receipt. This can be yourself or your designated representative (should be an adult). You will be asked when you set up the service if you want to nominate a designated representative. Please contact the homecare company if you need to change your representative as soon as possible to avoid problems with the delivery.
- Once the delivery time has been agreed it is your responsibility you are available for delivery. If you or your representative is unable to receive delivery at the scheduled time please contact the homecare company at least 48 hours in advance to re-arrange delivery.

## What do I need to do?

- Although you may not need to come to the hospital for prescriptions, you must participate in any follow up consultations, attend clinic appointments and undertake any monitoring (e.g. blood tests). We will not be able to issue prescriptions without these, therefore failure to attend appointments or follow ups can result in a delay or cancellation in receiving treatment.
- The homecare delivery company may need to contact you, please be aware that these calls will be from a withheld number. If the homecare delivery company cannot contact you, your medication supply could be put on hold until they are able to.
- Please contact your home delivery company if you get down to less than 2 weeks supply of medicines, to allow sufficient time to arrange a delivery before you run out. Also please let them know if you have excess supply of medications than you need.



## What if my address or telephone number changes?

You must inform the hospital clinical team as well as the pharmacy staff (when handing in a prescription) if either your address or contact details change. Additionally you must contact the homecare company directly to update them on any new contact information. If you would like to change the method of medication supply please speak to your hospital clinical team.

## Storing my medicine

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

## What if I am away or on holiday?

- If you are going away or on holiday and a delivery is due whilst away, your medicines can be delivered to an alternative UK address. There are restrictions to this service and the homecare company will require 2 weeks' notice.
- Medicines cannot be delivered outside of the UK. Therefore if you are planning to travel abroad and need extra supply, please speak to your hospital clinical team and homecare company with 4 weeks' notice.
- Please note it is important to declare your medical condition when buying travel insurance. Additionally consider storage requirement when travelling, speak to the homecare company and hospital clinical team for advice.



## Contacts

If you have any queries about your delivery, please contact the homecare company 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 service is to make life easier for you. If things do go wrong please contact the homecare company 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 seek your nearest emergency department.

## PALS

For support, advice or to raise a concern, contact our Patient Advice and Liaison Service (PALS) which 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. The PALS office is located on the ground floor of the Hambleton Wing, near the main entrance on Bessemer Road - staff will be happy to direct you.

PALS at King's College Hospital, Denmark Hill, London SE5 9RS

Tel: **020 3299 3601**

Email: **[kch-tr.palsdh@nhs.net](mailto:kch-tr.palsdh@nhs.net)**

You can also contact us by using our online form at  
**[www.kch.nhs.uk/contact/pals](http://www.kch.nhs.uk/contact/pals)**



If you would like the information in this leaflet in a different language or format, please contact our Communications and Interpreting telephone line on 020 3299 4826 or email [kch-tr.accessibility@nhs.net](mailto:kch-tr.accessibility@nhs.net).

## Language support services

If you require information about your care or an interpreter in a different language or format, please get contact language line.

Tel: **020 3299 4826** 9am to 4.30pm, Monday to Friday (not bank holidays)

Email: [kch-tr.interpreting@nhs.net](mailto:kch-tr.interpreting@nhs.net)

## 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**

[www.111.nhs.uk](http://www.111.nhs.uk)

## NHS website

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

[www.nhs.uk](http://www.nhs.uk)

## Consent

Consent forms are not required by law. What is required is an informed discussion regarding risks, benefits and alternatives by an appropriately trained individual that is documented. If you are unsure of any aspect of the treatment proposed, please do not hesitate to speak with a senior member of the staff again.



## 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.