

Homecare Medicines Services

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. This leaflet provides information to help you decide if you would like to use the 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 (this is a free service). 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. Your clinic team will inform you of the name of your Homecare Provider.

Occasionally, the Homecare Provider delivering your homecare service may change. This will always be carefully managed and you will be notified beforehand.

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 normal 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.

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 (for example your place of work or a friend or relatives 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.

The prevention of infection is a major priority in all healthcare and everyone has a part to play.

- **Please decontaminate your hands frequently for 20 seconds using soap and water or alcohol gel if available**
- **If you have symptoms of diarrhoea and/or vomiting, cough or other respiratory symptoms, a temperature or any loss of taste or smell please do not visit the hospital or any other care facility and seek advice from 111**
- **Keep the environment clean and tidy**
- **Let's work together to keep infections out of our hospitals and care homes.**

What are my responsibilities?

You must continue to attend your routine clinic appointments, blood tests or 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.

You, or your Authorised Signatory, must be available to receive your medicines at the time and location agreed with your homecare provider.

Your clinician 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?

Your personal data is required by the contracted Homecare Providers to be able to provide the service, the types of information includes:

- Patient name, date of birth, home address, telephone number and email address
- Clinical data, for example diagnosis, prescribed medicine(s) and allergies
- Clinical service requirement for example home injection training or home administration of medicines.

Personal data is processed primarily for the purpose of:

- Dispensing prescribed medicines and any associated items
- Delivery of prescribed medicines and any associated items to patients' homes or an appropriate alternative location
- Provision of clinical services in patients' homes for example injection training or long term medicines administration
- Management of repeat prescriptions.

You can find all the information about how your personal data will be managed in our privacy notices:

- Trust Privacy Notice <http://www.royalwolverhampton.nhs.uk/patients-and-visitors/privacy-ico/#>. If a paper copy is required please contact the Patient Information Centre, New Cross Hospital, Wolverhampton, WV10 0QP, 01902 695333
- Pharmacy Privacy Notice displayed in the Pharmacy Department (C31) at New Cross Hospital. A paper copy can be requested by contacting the Pharmacy Department (C31), New Cross Hospital, Wolverhampton, 01902 695757.

You may withdraw from the service at any time by contacting your clinic team or the Pharmacy Department.

What other information is available?

Supplemental Information:

Your clinic team will provide you with additional information about the type of homecare service you will receive.

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.

How to Make a Complaint, Report an Incident or provide feedback.

If there is something that you are not happy with, please let us know so that we can try to put matters right. Contact your clinic team or the pharmacy team.

Alternatively our Patient Experience Team can be contacted on 01902 695368 or 07880 601085, by email at rwh-tr.pals@nhs.net or by post at:

Patient Experience Team

Royal Wolverhampton NHS Trust
New Cross Hospital
Zone C, Location C2
Wolverhampton Road
Wolverhampton
WV10 0QP

Further information can be found on our website at

<http://www.royalwolverhampton.nhs.uk/contact-us/compliments-feedback-and-complaints/>

In some circumstances you may wish to make a complaint / provide feedback directly to your homecare provider. Details of how to do this will be provided in your homecare provider's welcome pack. The homecare provider will investigate any complaint made and inform you and the Trust of the outcome. Please contact the Trust if you are not satisfied with the resolution of your complaint.

English

If you need information in another way like easy read or a different language please let us know.

If you need an interpreter or assistance please let us know.

Lithuanian

Jeigu norėtumėte, kad informacija jums būtų pateikta kitu būdu, pavyzdžiui, supaprastinta forma ar kita kalba, prašome mums apie tai pranešti.

Jeigu jums reikia vertėjo ar kitos pagalbos, prašome mums apie tai pranešti.

Polish

Jeżeli chcieliby Państwo otrzymać te informacje w innej postaci, na przykład w wersji łatwej do czytania lub w innym języku, prosimy powiedzieć nam o tym.

Prosimy poinformować nas również, jeżeli potrzebowaliby Państwo usługi tłumaczenia ustnego lub innej pomocy.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਪੜ੍ਹਨ ਵਿਚ ਆਸਾਨ ਰੂਪ ਜਾਂ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ, ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

ਜੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀ ਜਾਂ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

Romanian

Dacă aveți nevoie de informații în alt format, ca de exemplu caractere ușor de citit sau altă limbă, vă rugăm să ne informați.

Dacă aveți nevoie de un interpret sau de asistență, vă rugăm să ne informați.

Traditional Chinese

如果您需要以其他方式了解信息，如易读或其他语种，请告诉我们。

如果您需要口译人员或帮助，请告诉我们。