



Queen Victoria Hospital
NHS Foundation Trust

Homecare Medicines Service Information for Patients



Why have I been given this leaflet?

You have been given this leaflet to help you understand the Homecare Medicines Service which is available to you for certain medicines that you have been prescribed by your hospital doctor.

What is a Homecare Medicines Service?

Homecare is a way of delivering certain medicines prescribed by the hospital directly to your home, or any place you choose, without the need for you to come to the hospital.

Homecare companies are not part of the NHS or the hospital, but have been chosen by the Hospital to provide this service.

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 won't need to wait in the hospital pharmacy or travel back to hospital to collect your medicines. Repeat prescriptions are automatically ordered as long as you attend your follow up visits with your hospital doctor.

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 medicines delivery. This ensures your medicines have arrived safely.

Deliveries will normally be every eight or twelve weeks.

How does the Homecare Medicines Service work?

First you will receive a Welcome call 2 to 3 weeks after your hospital appointment.

During this call the homecare provider will arrange a date with you for your first delivery and answer any questions you may have.

If your medicine is an injection, you will also be offered training on how to give yourself the injection.

What can I do to help?

- Attend your routine clinic appointments and blood tests. Whilst you do not need to come to the hospital for prescriptions, 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 for you without these check-ups
- Make sure the hospital and Homecare Medicines Service have your up to date contact details (phone number and email address if you have one).
- Make sure someone is around to accept the delivery.
- Make sure you're at home when a homecare nurse is booked to visit you, if you have one.
- 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.
- Contact the hospital pharmacy if you have any concerns about the service

Confidentiality

Everyone providing your homecare service takes your personal data security seriously and we do not pass your personal details on to anyone else without your permission. Your homecare provider will tell you if they need to share your personal data with anyone else in their welcome pack.

The homecare company is bound by the same confidentiality rules as the NHS regarding accessible patient information.

The homecare provider will only contact you to discuss delivery and they will only discuss your treatment with members of the hospital team.

Contact information

Homecare Provider Contacts:

Your Homecare Provider will provide you with full contact information during the welcome call and in the welcome pack

You should contact the Homecare Provider if:

- 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 have a query about clinical waste disposal
- You have difficulty administering your medicine due to a faulty device
- You would like to make a complaint. If you prefer, you can also complain to the hospital pharmacy team
- You need help with your medicines as you are travelling abroad

Hospital Pharmacy Homecare Team

The Hospital Pharmacy Homecare Team is available between 9am to 5.30pm Monday to Friday, via the telephone: 01342 414215 or via email: qvh.pharmacists@nhs.net

- You should contact your Hospital Pharmacy Homecare 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 have not received the welcome call in the expected time
- You would like to discuss your Homecare medicines
- 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.
- If necessary, the Hospital Pharmacy Team will get in touch with

your clinician on your behalf to ask for advice.

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NOTES:





Please ask if you
would like this leaflet
in larger print or an
alternative format.

Approved by the Patient Information Group
Issue 2 - ref: 0019

Print October 2019 – Review October 2026

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