

Introduction

Homecare medicine is a service which allows you to administer your own treatments at home or another place of your choice. Your medication will be delivered to you by a trusted homecare company. This saves you from having to make repeated trips to the hospital in order to receive treatments. You can access the service once your healthcare team is happy that you and/or your carer are able to safely and confidently administer your medication.

Please be aware that the Pharmacy Homecare Service is free of charge. If approached for any payment, please hang up or close the door and contact your Homecare Provider Company's Customer Service Team to report the incident. They can then run a check for breaches of their data security and an attempt at tracing the scammers can be made.

Appointments and tests

Diagnostic tests and clinical reviews will still need to be carried out. What is required depends on the condition you are being treated for. Your hospital team will explain to you what is involved and how often you will need to attend. If you have any further questions regarding these, please discuss it with them.

Personal information sharing

In order to deliver your medications to you, it is necessary for the hospital to share your personal information. You will be asked to sign your consent on the registration form to receive the homecare service. This form confirms that you are happy for us to share certain personal details with the company. We will only share the information needed by the company to administer and provide the service. Please be assured that the companies are bound by the same laws and regulations regarding data protection and patient confidentiality as the hospital.



They will not pass your data onto anyone else. The website page: www.dbth.nhs.uk/about-us/our-publications/uk-data-protection-legislation-eu-general-data-protection-regulation-gdpr/ explains the data protection policy for the hospital.

About the companies

When the company first contacts you to arrange your first delivery they may offer to set you up with a password to access their internet portal. They will explain how to access the portal and how you can use it to arrange your future deliveries and manage your delivery addresses. They also provide you with a Customer Care helpline which you can contact for advice. There are details in the Welcome Pack on how to contact the company and what advice they will give. Depending on your treatment you may also have access to a Patient Support Programme. These programmes are provided by the manufacturer of the medication and can be another source of advice.

Benefits and risks of homecare

Receiving your medication through the homecare service allows for your medication to be administered in the comfort of your own home; at a time convenient to you.

This does come with some risk. Your medication may need to be kept within a certain temperature range. It may exceed its use by date whilst in your possession. You may need to use medical waste bins to dispose of pre-filled syringes or pen devices. Correct management of your medication must be ensured in order to eliminate any risks.

Patient responsibility

There are certain things you can do to ensure that the homecare service is as safe and effective as possible.

- It is important that you continue to attend scheduled appointments, blood tests and other diagnostic procedures whilst receiving homecare medicines. This allows the hospital team to monitor your health and the effectiveness of the treatment you are receiving. We will discuss this with you prior to your registration with homecare.

- It is essential for you to use/take the medications as directed at the appropriate times. The directions will be typed on the label and other instructions you have received from the hospital team.
- It is expected that you (or an agreed responsible person) is available at the arranged time to accept delivery of the medication. It must be a person over the age of eighteen who is willing to sign for the delivery. They must also be able to comply with any storage requirements of the medicine. The person signing the receipt will be signing for a sealed package. If arranging delivery to a secure location (such as a police station, prison or school) the package may be opened as part of the security measures in place.
- Many of the medicines available through homecare need to be kept refrigerated. You must have room in your fridge to store the medicine correctly once it has been delivered. You must also transfer the items to the fridge immediately after delivery. This is another consideration to bear in mind when arranging your delivery address and time.
- Up to six months of medication may be delivered at one time. It is important to make sure that you use the medication in the correct order. This ensures that the supply does not “go out of date” before it is used. The hospital team or the company’s nurse providing the training will show you how to check the expiry date. It is important that you check the expiry of the products being delivered and the medicine that you already have. Please make sure you use the earliest dated medicine first (closest to the expiry date).
- It is essential that the company is able to make contact with you in order to arrange deliveries. They may need you to return some of the medication that you have received if there is a problem. Please inform the hospital team and the company when you change your telephone number or move house.
- In the unlikely event that you suffer an adverse effect that may be due to the treatment you are receiving; it is vital that the company and your hospital team are made aware of the issue as soon as possible.

- The company may ask you to make reasonable allowances in order to ensure that you do not disrupt your treatment. An example is delivery schedules due on Bank Holidays being brought forward or put back.
- The company will also ask that you give sufficient notice for any extra supplies required to see through any holidays. The specific notice period is given in the company's welcome pack.

GP prescribed medicines/over the counter remedies/herbal remedies

If your GP changes or makes additions to your regular medication, remind them that you are on your treatment. It is also beneficial to inform your regular community pharmacy that you have a regular supply of homecare medication. They can then check for any interactions when you have your usual supply of medicines dispensed. They can also help with any queries regarding medicines that you buy "over the counter".

If you use any herbal remedies then it is wise to inform your hospital team. They can then check just in case there are any interactions with the homecare product.

Delivery of your medicines and buffer stock

The companies we use are private companies who are not part of Doncaster & Bassetlaw Teaching Hospitals NHS Foundation Trust or the NHS. They are registered to provide medicines and medical treatments. Very occasionally it may be necessary to transfer the provision of the medicine from one company to another. Please be assured that if this becomes necessary, you will be informed of the change. We will ensure that this change occurs with the minimum disruption to yourself and your treatment.

The company will deliver your medicines in an unmarked van, with appropriate temperature control. This is to ensure that your privacy over what is being delivered is maintained.

All the drivers carry personal identification at all times and are prepared to show you this identification.

The company will contact you by telephone or e-mail up to two weeks prior to your expected delivery date. This is to arrange an acceptable date and approximate time of delivery. They are unable to say who they are and why they are phoning until they have verified who you are. The call may also state number unavailable or unobtainable; this is to protect your privacy. During this conversation the company may ask for details regarding how much medication you have left. This is an expected part of the conversation and helps to maintain your supply. You should also receive your second delivery before you run out of medication. This allows you to create “buffer stock” of your medication. This ensures that there is no interruption to your treatment should there be a delay in delivery. You should ensure that this stock is used in rotation with your new delivery. This is so that you do not have any medication expiring whilst in your possession.

If your medication needs to be kept refrigerated, please check your delivery then transfer it to the fridge immediately. This is to ensure that the medication is kept at the appropriate temperature and does not become ineffective.

Know how to obtain non-medicine supplies / removal of medical waste bins

If your treatment involves syringes or pen devices you may also receive sterile wipes and medical waste or “Sharps” bins. The company will supply these and will inform you in the welcome pack how to obtain further supplies. It will also tell you how to arrange for the removal of the “sharps” bins.

Errors in delivery or medicine

Although everyone involved in the process works hard to minimise errors, sometimes mistakes happen. If you think an error has been made, contact the company’s customer care team as soon as possible. They will investigate to determine whether an error has occurred and what action needs to be taken as a result. The welcome pack explains which telephone number should be called and what actions they are likely to take.

Know how to complain

If you wish to complain about the service you have received, first contact the company's customer care team. The details of how to do this are included in your welcome pack that you are given. If you no longer have this information please contact the pharmacy homecare service team and they will give you the details. If you are not satisfied with the company's response, please contact your hospital team. They will either deal with your complaint on your behalf or pass the complaint onto the pharmacy homecare service team to resolve.

If you feel that the outcome is still not acceptable then you have the right to use the NHS complaints procedure. For details on how to do this contact the Patient Advice & Liaison Service at:

Doncaster Royal Infirmary, Armthorpe Road, Doncaster, DN2 5LT

Telephone: 01302 644748 or 642768

Email: dbth.pals.dbh@nhs.net

Right to withdraw and how to do it

If you decide that the pharmacy homecare service is no longer meeting your needs you have the right to withdraw. Please contact your hospital team to discuss why it is no longer working for you. They will discuss the options with you and make you an appointment to alter the arrangements. These options will depend on what treatment you are receiving.

Surveys

From time to time the company may ask you to complete a satisfaction survey. This is to aid the company in making improvements to their service. It tells them whether they are providing a consistent, quality service. It also helps them understand your thoughts and feelings with regards to the service you are receiving. The company shares the questions with the hospital prior to sending the survey.

All the answers you provide are anonymised and the full results are shared with the hospital.

Contact details

We use several different companies to deliver the homecare service. The company's contact details will depend on the medication you are receiving. This information will be given to you by the hospital team or will be sent out with your first delivery.

If you do not receive these details (or notification of when you will receive them) then please contact the pharmacy homecare service team. They will be able to pass the details onto you and ensure that you receive the company's welcome pack as soon as possible.

The pack contains information about who to contact with the various questions you may have. The contact details for your hospital team depend on the condition for which you are being treated. The nurse should provide these to you at the consultation in which you agreed to receive a pharmacy homecare service.

If this has been missed, contact the pharmacy homecare service team and they will be able to pass these details onto you. All questions regarding your condition, dose strength or dose frequency should be directed to your hospital team.

Your consultant:.....

Nurse contact:.....

Telephone number:.....

Pharmacy homecare service team:

Pharmacy Department

Bassetlaw Hospital

Kilton Hill

Worksop

S81 0BD

Telephone:01909 571017

E-Mail:dbth.homecare@nhs.net



We manage the pharmacy aspects of the service which includes; holding the companies to account over service provision, dealing with queries from the companies with regards prescriptions and registration documents, dealing with queries from patients that have not been dealt with satisfactorily by the customer care team at the company or cannot be dealt with by the hospital team.

Patient Advice & Liaison Service (PALS)

The team are available to help with any concerns, complaints or questions you may have about your experience at the Trust. Their office is in the Main Foyer (Gate 4) of Doncaster Royal Infirmary. Contact can be made either in person, by telephone or email.

The contact details are:

Telephone: 01302 642764 or 0800 028 8059.

Email: dbth.pals.dbh@nhs.net