

# Homecare medicines service

## Patient information leaflet

**If you need this leaflet in a different language or accessible format  
please speak to a member of staff who can arrange it for you.**

اگر به این بروشور به زبان دیگر یا در قالب دسترس پذیر نیاز دارید،  
لطفاً با یکی از کارکنان صحبت کنید تا آن را برای شما تهیه کند.

Jeśli niniejsza ulotka ma być dostępna w innym języku lub formacie,  
proszę skontaktować się z członkiem personelu, który ją dla Państwa przygotuje.

Dacă aveți nevoie de această broșură într-o altă limbă sau într-un format accesibil,  
vă rog să discutați cu un membru al personalului să se ocupe  
de acest lucru pentru dumneavoastră

如果您需要本传单的其他语言版本或无障碍格式，请联系工作人员为您安排。

إذا احتجت إلى هذه النشرة بلغة أخرى، أو بتنسيق  
يسهل الوصول إليه، يرجى التحدث إلى أحد الموظفين لترتيب ذلك لك.

## What is a 'homecare medicines service'?

A 'homecare medicines service' is a term used to describe the delivery of your medicines or treatment to your home. With your consent, Mersey and West Lancashire Teaching Hospitals will send your prescription to one of our trusted homecare providers who will dispense and deliver your medicines. The service may also include training on how to use an injectable medicine in your home, or regular home visits by a nurse to give you medicine.

## Who will provide my medicines/treatment?

The homecare providers we use are private companies who are registered with the General Pharmaceutical Council (GPhC), to give medicines and medical treatments. When you register for the homecare service you will receive a welcome pack from the homecare provider, explaining who they are and what they do.

Occasionally we may change the homecare medicines service provider we use. We always use tried and trusted homecare providers to dispense and deliver your medicines.

Your hospital team are still responsible for your overall care.

## How will a homecare medicines service benefit me?

Your medicines will be delivered directly to your home, or other safe and convenient place of choice, at regular intervals. Standard deliveries are Monday to Friday within working hours. Repeat prescriptions will be automatically requested by the homecare provider to your hospital team, meaning you should always have enough stock.

It is important that you still attend your regular hospital appointments to ensure the doctors can monitor your health. Not attending your appointments could lead to your medicine deliveries being interrupted.

## Are there any risks?

A homecare medicines service is considered by the NHS to be a safe and convenient method of supplying your medicines. There may be a small risk that your medicines do not reach you in time leading to a missed dose. To minimise this risk, your deliveries will be carefully managed and scheduled. You can help to reduce this risk by:

- Monitoring how much medicine you have.
- Contacting the homecare provider when you are running out of medicine.
- Being available for delivery at the time you agree with the homecare provider.

### **What are my responsibilities?**

- You must continue to attend for blood tests and routine clinic appointments.
- You must be contactable, typically by telephone, to arrange deliveries.
- You, or your agreed signatory, must be available to receive your medicines at the time and location agreed.
- To store your medicines correctly.

Your clinician may withdraw you from the service if you are unable to meet the above.

### **What are the delivery options?**

The delivery options may vary depending on the type of treatment. You may be able to choose from:

- Van delivery to your home\*.
- Van delivery to your place of work or a named friend or relatives address\*.
- Royal mail special delivery.

\*The van will be unmarked.

Your medicines will always need to be signed for by yourself or another named signatory (who must be an adult).

### **What information will the homecare provider know about me?**

The homecare provider is bound by the same rules as NHS staff in terms of the information they have access to (The Data Protection Act 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 to arrange delivery and will only discuss your treatment with yourself or a member of the hospital team.

## What should I do if I have a problem?

It is important that you know who to contact if you have a problem. The homecare provider will be able to help with any delivery problems. If you need medical assistance always get in touch with your clinical team at the hospital.

Please attempt to resolve any complaints with your homecare provider and your NHS clinical team first. If you are unhappy with the service you receive from the homecare provider you should discuss this with your hospital team as well.

## Who should I contact?

Contact the homecare provider if:

- Your delivery has not come when it was supposed to.
- You would like to change the agreed delivery date or time.
- You are running low on your medicine and have not been contacted by the homecare provider to arrange a delivery.
- You have any other query around the delivery of your medication.

Contact your hospital team if:

- You feel your condition is getting worse.
- You feel generally unwell.
- You experience an unexpected side effect.
- You want to discuss your condition and/or your treatment.

Contact your pharmacy homecare specialist team if:

- You are unable to get through to your homecare provider to arrange a delivery.
- You have remaining concerns following discussion with your homecare provider.
- You would like to make a formal complaint about your homecare medicines service.
- You would like to discuss details of your medication.

Pharmacy homecare team (Whiston & St Helens site):  
0151 676 5275

Pharmacy homecare team (Southport & Ormskirk site):  
01704 704 164

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Whiston Hospital  
Warrington Road,  
Prescot,  
Merseyside,  
L35 5DR  
Telephone:  
0151 426 1600

St Helens Hospital  
Marshall's Cross Road,  
St Helens,  
Merseyside,  
WA9 3DA  
Telephone:  
01744 26633

Southport Hospital  
Town Lane,  
Kew,  
Southport,  
Merseyside,  
PR8 6PN  
Telephone:  
01704 547 471

Ormskirk Hospital  
Dicconson Way,  
Wigan Road,  
Ormskirk,  
Lancashire,  
L39 2AZ  
Telephone:  
01695 577 111