

homecare provider. *Contact may be from a withheld number or an area code you are not familiar with.

- You or your representative must be available to receive the delivery as arranged or to pick up from the pre-arranged collection point.

If you are unable to meet the responsibilities stated, you may cause delays in delivery of your medicines.

It may mean you cannot continue with your medicines homecare service.

Hospital Homecare contact details

Your clinic contact details:

If you have not been given a direct contact number to speak with the clinical team, contact your consultant's secretary via the hospital switchboard on:

0151 678 5111

If you have ongoing problems with your medicines homecare service, please contact the **WUTH Pharmacy Homecare Team** on: **0151 482 7815**

(available Monday –Friday 9am-5pm)

or please email:

wuth.pharmacyhomecare@nhs.net



**Wirral University
Teaching Hospital**
NHS Foundation Trust

This leaflet is available in large print, Braille and on tape.
Please call 0151 604 7289 for more information.

This information is also available in other languages,
please contact a member of staff for details.



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Please refrain from smoking on site.

Medication Supplied by Homecare Services

Information Leaflet

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What is a Medicines Homecare Service?

It is a way of delivering certain medicines prescribed by the hospital directly to your home (or a convenient safe place). It will prevent you having frequent visits to the hospital to collect your prescriptions.

The service may include training you on how to administer your medicine if you have not previously been shown. A nurse will be allocated to offer help and support, should you have any issues administering your own medication.

We believe the medicines homecare service will be more convenient for you. It allows certain medication, which GPs are not able to prescribe, to be directly supplied, without you attending hospital or waiting for medication to be dispensed.

Medicines homecare services are provided on behalf of the NHS by external homecare providers.

What information will my Homecare Provider need to know about me?

Homecare providers are not part of the NHS and cannot access your health records. They have been chosen by the hospital to provide this service. The providers are registered to supply medications and are bound by the same confidentiality rules as the NHS regarding accessible patient information, (General Data Protection Regulations (GDPR) 2018).

Your personal details (name, address, date of birth, contact information), this medical condition and this treatment will be held on your homecare provider's secure computer network.

Your homecare provider will only contact you to discuss delivery and management of your medication. They will only discuss your treatment with members of the hospital team who are involved in your care.

When you are registered, the homecare provider will send you a welcome pack with information about the medicines homecare service and their contact details.

How does Homecare work?

Once your eligibility has been assessed, the hospital will send your prescription to a trusted homecare provider, who will deliver your medicine to you. Homecare does not involve your GP, but it is important that your GP still knows the medication you are taking as they will continue to provide the majority of your regular medication and day-to-day care. Your GP will continue to receive copies of letters about your treatment from your hospital specialist.

A doctor or nurse will write your prescription and the hospital pharmacy homecare team will process it. The prescription will be forwarded to your homecare provider for supply.

Your homecare provider will contact you to arrange your deliveries. Some companies will provide you with a text message service on the day of delivery so that you know exactly what time to expect your medication

Collection of any waste medicine or sharps bins (if you are prescribed an injection) will be the responsibility of your homecare provider.

Who do I contact if I have a problem?

Your homecare provider will give you contact details of your patient care coordinator who will be able to help with any delivery problems.

If you experience any medical problem relating to the homecare medication, contact your hospital clinical team using the contact numbers provided at the back of this leaflet.

What are my responsibilities?

To be able to take part in a medicines homecare service, you need to:

- Be stable on treatment.
- Attend regular hospital clinic appointments and keep up-to-date with blood tests to allow your treatment to be monitored.
- Provide a contact number or an email address and keep the homecare provider up-to-date if these change.
- Answer phone calls or emails from the