



A lifetime of specialist care

Royal Brompton & Harefield **NHS**  
NHS Foundation Trust

# Your medicines delivered by pharmacy homecare services





---

## Contents

What is the homecare service?	3
How does the homecare service work?	3
Why do I need the homecare service?	3
Where can I have my medicines delivered?	4
How will my medicines be delivered?	4
What if I have more medicines than I need, or not enough?	5
What information will the homecare company know about me?	5
Who should I contact if I have a problem?	6

*This leaflet gives general information about what will happen if your medicines are supplied by the homecare service, instead of a hospital or your GP. Please ask your doctor, nurse or pharmacy team if you have any questions.*

## What is the homecare service?

The 'homecare service' delivers medicines to patients in their home (or work) on behalf of hospital pharmacies. The service is used when hospitals have to prescribe certain medicines. These are medicines that GPs can't prescribe.

The homecare service is provided by homecare companies. These companies are not part of the NHS, but they are trusted companies used by hospital pharmacies to supply and deliver medicines to patients.

## How does the homecare service work?

Before your homecare service starts, the hospital pharmacy will give you a supply of medicines you will need immediately, to take home.

Once you are at home, additional supplies of these medicines will be supplied and delivered by a homecare company. The hospital pharmacy will send your prescriptions to them and they will contact you to arrange delivery.

Due to the switchboards used by the homecare companies, when they call, the number will show as 'withheld'. It is important that you do not ignore calls from withheld numbers, as this will delay your delivery.

Your GP will continue to provide all the other regular medication that you take.

## Why do I need the homecare service?

Some medicines can only be provided by hospitals. Using a homecare service means that your medicines are always available for you, regardless of where in the UK you live. It means you don't need to come into hospital to collect your medicines every time you need more of them.



---

## Where can I have my medicines delivered?

Your medicines can be delivered to wherever is convenient for you, as long as the homecare company can deliver there. They can only be delivered to a UK address. You can change the address they are delivered to whenever you want.

The medicines can be delivered to your home address, work address, or to a friend or relative. If you need them delivered to your work address, you must be there to sign for the delivery. Or, you can nominate someone to receive the delivery for you. You need to tell the homecare company the name of this person.

Deliveries cannot be left unattended or left in porches. There must always be someone at the delivery address to sign for the delivery.

If you are going on holiday or travelling abroad, you need to inform the hospital or the homecare company so they can deliver your medicines before you go on holiday or to a different UK address.

## How will my medicines be delivered?

Once your prescription has been given to the homecare company, one of their patient care coordinators will call you to arrange a convenient date and time for your delivery.

Deliveries are normally made between 8am and 6pm, Monday to Saturday. In an emergency, deliveries can be made outside these hours.

Deliveries are normally made by a van. The vans do not have any markings on them. If a delivery is urgent, the homecare company may occasionally use a nationwide courier company. If this is the case, the van will have standard company logos, with no reference to homecare.

Some homecare companies provide a tracking system and text message reminder service so that you know when your delivery will arrive.

## What if I have more medicines than I need, or not enough?

If you have less than two weeks of your medicine supplies left, and a delivery date for your next supply has not been arranged, you must call the homecare company as soon as possible. If you have been told to increase your dose, check you have enough medicine to last until your next delivery.

If you are getting more deliveries than you need, or you have run out of medicines, contact the homecare company to let them know.

If you have some medicines left when another delivery arrives, check that the older medicines are still within the 'use by' date and use them up before starting the newer medicines.

Some medicines need storing in a particular place, for example in a fridge. The homecare company will explain this to you.

## What information will the homecare company know about me?

The homecare company will need to have some details about you so they can provide the service. This includes your name, address, date of birth, medical condition and treatment. These details will be held on the company's secure computer network and will only be seen by staff who are directly involved in supplying your medicines.

You will be asked to agree to the homecare company having information about you and your medical condition. You can



ask for a copy of your completed consent form from the hospital pharmacy.

The homecare company has to follow the same confidentiality rules as the NHS regarding patient information (the Data Protection Act 1998).

The homecare company may need to contact you to discuss the delivery of your medicines. Occasionally they may need to discuss your treatment with the hospital homecare team, but only if this is necessary.

## Who should I contact if I have a problem?

- If you have any problems with your delivery, or need to change your delivery date, contact the patient care coordinator from the homecare company. You will be given their contact number when you register with them (please refer to the welcome pack which they will give you).
- If you are experiencing ongoing problems with the homecare company and are unable to get a response from them, contact the hospital pharmacy on: **020 7351 8089**, or email **[rbh-tr.homecarehub@nhs.net](mailto:rbh-tr.homecarehub@nhs.net)**.
- If you have a medical problem or problems with your medicines (such as side effects), get in touch with the hospital using the contact numbers provided by your doctor or nurse.

**It is important that you attend routine clinic appointments as clinical teams at the hospital need to monitor your health. The homecare service can only be offered to patients who have these check-ups.**

---

If you have any concerns about any aspect of the service you have received in hospital and feel unable to talk to those people responsible for your care, call the Patient Advice and Liaison Service (PALS):

- Royal Brompton Hospital – 020 7349 7715
- Harefield Hospital – 01895 826 572

Alternatively, email [pals@rbht.nhs.uk](mailto:pals@rbht.nhs.uk). This is a confidential service.

Royal Brompton Hospital  
Sydney Street  
London  
SW3 6NP  
tel: 020 7352 8121  
textphone: (18001) 020 7352 8121

Harefield Hospital  
Hill End Road  
Harefield  
Middlesex  
UB9 6JH  
tel: 01895 823 737  
textphone: (18001) 01895 823 737

Website: [www.rbht.nhs.uk](http://www.rbht.nhs.uk)

إذا كنت ترغب في الحصول على ترجمة فورية لمضمون هذه الوثيقة إلى اللغة العربية، يرجى منك الاتصال بأحد مستخدمينا بجناح المصلحة التي يتم فيها استشفائك. أحد موظفينا سيسعى لترتيب إجراءات الترجمة وإتمامها في الوقت المناسب لك.

Brosurteki bilginin Türkçe tercemesi için tedavi görüyor olduğunuz bölüme bas vurunuz. Bölüm personeli tercemenin gerçekleşmesini en kısa zamanda ayarlayacaktır.

