



**United Lincolnshire  
Teaching Hospitals**  
NHS Trust

# Patients' Guide to Pharmacy Homecare Medicines

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## What is the Pharmacy Homecare Medicines Service and why is this an option for you?

The service is recommended for patients who are on established treatment for long term conditions. Pharmacy Homecare is an alternative way to supply your medicines that are prescribed from the hospital. The prescription is sent to an external Homecare provider who will deliver your medicines to a convenient location. Many people around the UK have their medicines supplied by this service. Pharmacy Homecare medicines services are provided by private companies who are not part of the NHS but are registered to supply medicines.

## What the homecare provider will know about you

All information held by the Homecare provider is bound by the same confidentiality rules as the NHS (Data Protection Act 2018). All information they hold about you will be stored on a highly secure computer database.

The only information that they will have access to is your name, address, date of birth, phone number, the medicine that they are to supply and a brief outline of what condition you are being treated for.

The Homecare provider will only contact you to arrange deliveries. They will not discuss any treatment or conditions you have.

The Homecare provider will only have this information if you consent and for as long as you receive the treatment through them. However failing to consent to this may involve a change in the treatment being offered.

## Who are the Pharmacy Homecare Team and what do they do?

The Pharmacy Homecare team is a small, specialised and highly dedicated team of professionals including pharmacists, pharmacy technicians and Homecare officers. The Pharmacy Homecare team collaborates with consultants, specialist nurses and pharmacists throughout the hospital. They co-ordinate the delivery of medications through external Homecare providers and ensure that patients receive their prescriptions promptly. The Pharmacy Homecare team also monitors the Homecare providers to ensure that all our patients are receiving the high level of service we expect.

## The Pharmacy Homecare Pathway

If your consultant identifies that Pharmacy Homecare is suitable for your continued treatment and your consent is given, the following actions will occur:

- Your prescribing clinician will complete your registration form and prescription.
- The registration form and prescription will be sent to the Pharmacy Homecare team based at Lincoln County Hospital.
- One of our pharmacists will clinically screen the registration form and prescription to ensure this is safe for you.
- One of the Pharmacy Homecare technicians will then process the registration form and prescription to ensure the legality of the documents.
- The technicians will also ensure that the registration form includes your contact details, delivery address and what type of service you will receive.
- Your registration form and prescription will then be sent to the external Homecare provider who manages your particular therapy. This action is completed each week by the Pharmacy Homecare team using secure post.
- Once your Homecare provider receives your registration form and prescription they are uploaded to their systems and screened again by one of their pharmacists.
- The Homecare provider will contact you with a welcome call within 5 working days.
- During this call your first delivery will also be arranged. If any special storage requirements are required for your treatment this will be explained and storage advice given.
- If your therapy is via an injectable device then nurse training will be arranged as either a visit to your home or a virtual visit (if you have not already been trained in clinic).
- Nurse visits are usually arranged for **after** your first delivery.
- When your current prescription is due for renewal the Homecare provider contacts the Pharmacy Homecare team and your prescribing clinician to request a new prescription.
- Your new prescription then follows the same process as your first.
- All future deliveries can be arranged either over the phone or via the Homecare providers' Patient App.

## The benefits to you

- Medicines will be delivered to your home or another place that is convenient for you at regular intervals.
- Some providers have patient apps and portals that you can download. These are secure, easy to use platforms that enable you to manage your medicine deliveries 24/7. You can book and confirm deliveries, change or update your delivery address, check and track your orders, order ancillaries and provide regular stock checks.
- Some Homecare providers have a text message system, whereby they will send an SMS alert on the day of delivery with an estimated delivery time.
- Access to the providers' website, which contains a range of useful information, from deliveries and treatment to patient testimonials and experience. It also has the most up to date information including contact details.
- You have the ability to nominate someone to represent you or can accept a delivery on your behalf.
- All medication will be delivered in an unmarked van, so no-one except you or your nominated representative will know what is being delivered. The delivery driver will not leave your medication in a secure place or with anyone else, i.e. a neighbour. If there is no one for the driver to leave your medication with then they will return it to the Homecare provider's depot. You will then be contacted to rearrange the delivery.

## Your responsibilities while receiving Homecare medicines

To ensure that the Pharmacy Homecare service continues to run smoothly you need to:

- Ensure you store your medications as needed and take your medications as prescribed.
- Attend regular clinic appointments as requested by your clinical team.
- Ensure to update the Homecare provider if there is any change to your phone number, email address or delivery address.
- Answer phone calls or emails from the Homecare provider – these can often show as an 'unknown' number calling your phone.
- Be available (or your nominated representative) to receive your delivery or to collect from pre-arranged collection point.

## Contact Information

If you have any further questions about Pharmacy Homecare or your prescription status please contact:

**ULHT Pharmacy Homecare team** 01522 573803

## Useful telephone numbers

**Homecare providers:**

**Sciensus** 0333 103 9499

**Alcura** 0800 980 0686

**Lloyds Pharmacy Clinical Homecare** 0345 2636 123

**Healthnet** 0800 833 060

**Pharmaxo** 01225 302 188

**Polarspeed** 0800 783 3178

**Outpatient pharmacy (Lloyds Pharmacy Healthcare Services):**

**Lincoln** 01522 541230

**Boston** 01205 365583

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[www.accessable.co.uk/united-lincolnshire-hospitals-nhs-trust](http://www.accessable.co.uk/united-lincolnshire-hospitals-nhs-trust)

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