



Patient Information Leaflet

Patient Information and Charter for the Homecare Medicines Service

Produced by:
Pharmacy Department

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If you are unable to read this leaflet because English is not your first language, please ask someone who speaks English to telephone PALS on 01983 534850 for further information and help.

Polish:

Jeśli nie jesteś w stanie przeczytać tej ulotki bo angielski nie jest pierwszym językiem, poproś kogoś, kto mówi po angielsku, o kontakt telefoniczny z (PALS 01983 534850) aby uzyskać więcej informacji i pomoc

Russian:

Если вы не можете прочитать этот буклет на английском языке потому что не является первым языке, пожалуйста, попросите кого-нибудь, кто говорит на английском языке для телефонного (PALS 01983 534850) для получения дополнительной информации и помощи

Turkish:

Eğer İngilizce ana diliniz değilse, çünkü bu broşürü okumak için yapamıyorsanız, daha fazla bilgi için 01983 534850 üzerinde PALS telefon İngilizce bilen birine sormak ve yardım lütfen

Bulgarian:

Ако не сте в състояние да прочетете тази листовка, тъй като английският не е първи език, попитайте някой, който говори английски, за да телефонирам (PALS на 01983 534850) за повече информация и помощ

Czech:

Pokud nejste schopni přečíst tuto příbalovou informaci, protože angličtina není vaším rodným jazykem, zeptejte se někoho, kdo mluví anglicky na telefonní PALS na 01983 534850 pro další informace a pomoc

Bengali:

আপনি ইংরেজি আপনার প্রথম ভাষা না থাকার কারণে এই লফিলটে পড়তে অক্ষম হন, তাহলে আরও তথ্যের জন্য 01983 534850 নভেগিশেন PALS টেলিফোনে ইংরেজি কথা কতে জিজ্ঞাসা করুন এবং সাহায্য করুন

What are homecare medicines?

Homecare medicines are medicines prescribed by your Hospital Consultant or Specialist Nurse, then delivered to your home or other agreed address by a Homecare company.

Why do we provide medicines direct to your home?

Using the homecare service means that you will not need to keep visiting the hospital pharmacy to pick up your specialist medicines.

Patient Information

You will receive information about the medicines you are taking and how to take them safely, how the homecare service works, as well as contact details for the homecare company providing your medicines.

All patients are welcome to contact their hospital Consultant, Specialist Nurse, Homecare Pharmacist or homecare company at any point if they have any queries.

Deliveries

Your homecare medicines can be delivered to your home or another address e.g. workplace. It is the homecare company's responsibility to provide your medicine and make delivery arrangements with you. It is your responsibility to ensure you are at home and available to receive your medicine at the arranged date and time. You must contact the homecare company's customer service team if something unexpected arises and you cannot accept your delivery.

Where possible, it is preferred that you sign for your own medicines. We appreciate that this may not always be possible, which is why it is important for you to designate someone to be able to sign for your medicines on your behalf. The designated person should be an adult wherever possible. Only agreed people may sign for your medicines, this can be arranged with the homecare company.

The homecare company will use unmarked delivery vans and sometimes couriers. The delivery staff will treat patients with respect and dignity.

Each member of the homecare delivery team will be fully DBS checked – this is the ‘Disclosure and Barring Service’ check and it helps ensure the staff caring for you do not have any criminal convictions.

Responsibility for medicines stored at home

If you are receiving more deliveries than you need, or perhaps not enough, it is your responsibility to discuss this with the homecare company customer service team. Contact the Specialist nurse or Homecare Pharmacist if you are running out of your medicines and a new delivery has not been arranged by the homecare company.

If you have medicines at home when a new delivery arrives, check the older medicine is still in date and use it before starting the new delivery – unless you have been told otherwise.

Some medicines require special storage, such as in a fridge. The homecare company will explain how to store the medicine correctly, this may include checking the fridge is at the right temperature and reporting any problems.

Nursing service

A nurse from the homecare company can visit you at home to teach you how to administer your medicine.

Any patient who is visited by a nurse can expect them to be a fully qualified and registered professional. It is your responsibility to be accommodating in order to help the nurse complete their job properly.

Taking your medicines regularly

Once you have started taking your medicines it is important you follow the instructions given and take them regularly. This will help you to get the expected benefits of the medicine and avoid waste. If you find you have problems or concerns about your medicines you should talk to your Specialist Nurse, Consultant or homecare Pharmacist.

The homecare company will contact your hospital team if they have any concerns about your treatment. This would only be to ensure you are benefiting from the best treatment possible.

Regular monitoring

You will be asked to have regular blood tests. It is very important to attend all blood test appointments to ensure that you are benefiting from your medicine, and it is not causing any side effects or problems. Your prescription will not be issued if you persistently miss blood testing appointments.

Understanding your needs

To ensure the service is right for our patients, and to help us make improvements, we conduct a patient satisfaction survey. This will be completed at least once each year and patients are selected on a random basis. If you have any comments, questions or concerns about the service you receive, please discuss these with your Consultant or Specialist Nurse or contact the Homecare Pharmacist (see 'Hospital contact details') to help us improve the service.

Your guarantee of quality

The homecare companies we use are private registered companies, working to the same standards as the NHS. The service provided by the homecare company is regularly monitored by the Isle of Wight NHS Trust.

Confidentiality

The homecare company is bound by the Data Protection Act 1998. The homecare company staff will not discuss your treatment with anyone outside the NHS. They will only contact you to ask how much medicine you have at home and arrange delivery of your medicine.

Customer Services

A member of the homecare company service team will contact you with more information about how their service will work for you. Every patient is entitled to ask as many questions as necessary.

If at any time you decide you would like to withdraw from the service, you do not need to give a reason, you can do this by informing your Hospital Consultant or Specialist Nurse.

If things go wrong, making a complaint

The homecare medicine service is of a high standard but errors can occur. Any patient who believes an error has been made, or is not happy with the service has the right to voice their concerns. When you begin receiving your medicines by homecare you will be given information about what to do if this happens.

If you would like to talk to someone you should contact your homecare company, hospital Specialist Nurse or the hospital Homecare Pharmacist if you are concerned about what to do. Please see the 'Homecare Medicines Services: How Can I Make a Complaint or Report an Incident?' information leaflet for more advice.

The homecare company and the NHS will want to learn from any errors so reporting them is very important.

How do I get started?

A registration form will be completed by your hospital Consultant or Specialist Nurse. The homecare company will use the information on this form to contact you, arrange deliveries and to make sure your medicines are delivered to the right address.

The information you provide will be entered on to a secure database and paper copies securely stored. For safety reasons all dispensing records will be held on a computerised patient medication records system. If any of your contact details change, it is essential that you pass this information on to the homecare company and the hospital Specialist Nurse to update your records.

You will be asked to sign a consent form. By signing the consent form you are agreeing to your medical information being shared with the homecare company. (They will only use the information to help provide your care).

Your registration and consent form will be sent to the homecare company with your first prescription. Once received, the homecare company will contact you within 2 weeks to arrange delivery of your medicine. Your hospital Consultant or Specialist Nurse will continue to provide prescriptions for the homecare company and monitor your treatment.

Hospital Contact Details

Specialist Nurse Name

 Telephone

Homecare Pharmacist Zoe Wells or Liz Harrison

 01983 524081 ext 5474

Homecare Contact Details

Homecare Company

Customer Service Number

Affix Patient Addressogram Here
Patient name, IW number, Date
of birth



Patient Agreement to use the Homecare Service (To be completed in Secondary Care)

I the patient, agree to take responsibility for the following:

- I have discussed the potential benefits and side effects of treatment with the specialist and understand the course of treatment.
- I have shared any concerns I have in relation to treatment with the medicine(s) with my Consultant or Specialist Nurse.
- I have been given written information about the medicine I am being treated with and how I will be monitored.
- I will report any side effects, particularly rash, mouth ulcers, bruises, itching, bleeding, fever, sore throat, jaundice or other infection, to my Consultant or Specialist Nurse whilst taking the medicine(s).
- I will attend appointments to have blood monitoring as advised, on the understanding that if I do not, my repeat prescription cannot be issued.
- I will contact the Specialist nurse or Homecare Pharmacist if I am running out of my medicines and a new delivery has not been arranged by the homecare company.

- I will attend all requested hospital appointments for the monitoring of therapy and the assessment of outcomes, to assist the health professionals to provide safe and appropriate treatment.
- I have understood how the supply of my medicines through the homecare service works.
- I will ensure I am available to receive my medicines at the agreed time and address as arranged with the homecare company.
- I will store my medicines at home as advised by the homecare company.
- I will inform the homecare company and hospital Specialist Nurse of any changes to my contact details or delivery address.
- I will report anything that goes wrong with the homecare service with the homecare company, hospital Specialist Nurse or Homecare Pharmacist.

Signed Date

Copy to be filed in patient notes and scanned into eCarelogic

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If you have any queries or concerns about the content of this leaflet please call (01983) 524081 and ask to speak to the relevant department.

If you require this leaflet in another language, large print or another format, please contact the PALS Team, telephone **01983 534850**, who will advise you.

Valuables should not be brought into the hospital. If patients have to bring in valuable items they should ask a nurse to store them safely and request a receipt for the items. You may not be able to have the valuable items returned if the time of discharge from hospital is out of hours.

We are sorry but the Trust cannot accept responsibility for loss or damage to items not given for safe keeping.

You can get further information on all sorts of health issues online at: **www.nhs.uk**

For Health advice and out of hours GP service please call the NHS 111 service on: **111**

We Value Your Views On Our Service

If you wish to comment on the care which you, your relative or friend has received, we will be pleased to hear from you. Please speak to the person in charge of the ward, clinic or service in the first instance or ask them to contact the PALS Team. If you wish to contact them directly, telephone on **01983 534850**.

Alternatively you may prefer to write to:

Chief Executive
Isle Of Wight NHS Trust
St Mary's Hospital
Newport, Isle of Wight, PO30 5TG

You can also share any concerns you have about our services with the Care Quality Commission (CQC) on **03000 61 61 61** or at **enquiries@cqc.org.uk**

All NHS sites are no smoking areas.

If you would like help and advice to stop smoking please call: Freephone 0800 169 0 169 to talk to the NHS Smoking Helpline.