

## Patient Information for Homecare Services Guidance

### History

Version 1 – Example patient information leaflet - Leeds Teaching Hospitals NHS Trust.

Version 2 – Patient Information for Homecare Services Guidance includes guidance and standard templates for patient information developed to be GDPR compliant by NHMC in consultation with NCHA and other stakeholders

### Introduction & Scope

This guidance has been developed to supplement the existing guidance in the RPS Handbook for Homecare Services in England to support clinical referring centres in providing sufficient and consistent information to patients.

The General Information for Patients Template (Appendix 2a) is intended for use by in all homecare medicines services, including NHS funded and manufacturer funded services. It has been developed to ensure the patient registration process is compliant with the General Data Protection Regulations and includes appropriate signposts to the Clinical Referring Centres Privacy Policy. It is intended to provide patients with sufficient general information about homecare medicines services. The Specific Homecare Service Information for Patients Template (Appendix 2c) is intended to give the patient any additional service specific information not included in the General Information. Appendix 2a and 2c may be combined into a single patient leaflet for each type of homecare service if appropriate. The information should be provide to patients before their referral onto the homecare service.

The Patient Information comprises of:

- Appendix 2 – Patient Information for Homecare Services Guidance (PDF) [*This Document*]
- Appendix 2a - General Homecare Service Information for Patients Template (Word document)
- Appendix 2b – How Can I Make a Complaint or Report an Incident? Template (Word Document)
- Appendix 2c – Service Specific Information for Homecare Patients Template (Word document)

The key aims are to:

- Establish provision of a consistent and appropriate level of information to patients prior to referral into a homecare medicines service;
- Minimise workload of Clinical Referring Centres in developing appropriate patient information; and
- Provide a clear foundation of NHS issued information to allow Homecare Provider welcome packs to be drafted appropriately.

### Guidance for Use

Clinical Referring Centres are expected to implement the General Homecare Service Information for Patients Template without adaptation to standard wording unless highlighted in blue. Text highlighted in blue should be tailored by the Clinical Referring Centre accordingly for the organisation. The Service Specific Information for Homecare Patients Template contains further areas of blue highlighted text which are to be tailored according to the service.

Standard texts are presented in a generic layout; Clinical Referring Centres are permitted to apply their own organisational standard layout as applicable. Clinical Referring Centres should liaise with their homecare provider to complete relevant elements of the service specific information.