***[\*Insert Service Name\*]* Homecare Medicines Service**

**Additional Information for Patients**

This leaflet gives you more specific information about the homecare medicines service. Please also read the ‘General Information for Homecare Patients’ leaflet.

**Who will provide my homecare medicines service?**

Your service will be provided by ***[Insert homecare provider name] (“Homecare Provider”)***.

**How does the homecare medicines service work?**

**You will receive a Welcome call about 2 weeks after your hospital appointment. The homecare provider will arrange**

* **Your first delivery**

**[and**

* **A visit to teach you how to do the injections**

**or**

* **A visit from a nurse to give your injection.]**

**You will receive your first delivery and a welcome pack.**

**[You may also receive training on how to give yourself the injections or a visit from a nurse who will give your injection]**

**About [2 weeks] before the next delivery, you will receive a call to arrange it**

**You will continue to receive call [2 weeks] before each delivery until you no longer need the service.**

**[You must attend your outpatient clinic, blood test and scan appointments]**

**How will my medicines be delivered?**

Deliveries are made by a Homecare delivery driver in a van to your home, [this may be a courier]. You can also arrange to have your medicines delivered to a different address (for example your place of work or a friend or relative’s house).

Deliveries will normally be every [month]. You may be able to have deliveries more or less often. Speak to your homecare provider to see if this can be arranged.

**How will my clinical service be arranged? [amend/delete section as appropriate]**

[Add details of clinical service(s) here and amend patient pathway in section “How does the homecare medicines service work?” as necessary.]

**Clinical waste [amend/delete section as appropriate]**

The waste from your treatment needs to be disposed of carefully.

You will be given a “sharps bin” for this waste.

This should be used for needles, pre-filled devices and other equipment such as dressings and syringes.

Your sharps bin will be collected by the homecare delivery driver. Please make sure it is securely closed ready for collection.

**Additional Supplies [amend/delete section as appropriate]**

Along with your medicines, you will also be sent some additional items that you’ll need for your treatment. These are called “Ancillaries” and will include:

* [*Insert Ancillary 1*]
* [*Insert Ancillary 2 etc*.]

**Equipment [amend/delete section as appropriate]**

To enable you to perform your treatment you will be given some equipment such as a pump. Please keep the equipment in good working order. You will need to return it when you no longer need treatment. You will be sent instructions for the return of the equipment at the appropriate time.  
**[*Insert specific equipment details*]**

**Storage**

Your medicines should be stored in a dry, safe place out of reach of children.

Some medicines need to be stored at room temperature. That is below 25°C.

Other medicines need to be stored in a refrigerator between 2-8°C.

Your delivery driver can help you to organise the storage of your medicines and will tell you if they need to be put into the fridge.

**Can I travel abroad? [amend/delete section as appropriate]**

Yes, you can. If you plan to travel abroad, contact your hospital clinical team at least 4 weeks before. They can organise all the necessary checks and arrangements to enable you to continue to take your medicines whilst you are away.

**Confidentiality**

Everyone providing your homecare service takes your personal data security seriously and we do not pass your personal details on to anyone else without your permission. Your homecare provider will tell you if they need to share your personal data with anyone else in their welcome pack.

**Contact information**

**Homecare Provider Contacts:**

Your homecare provider will provide you with full contact information during the welcome call and in the welcome pack [sent with the first delivery of your medicine]. In the meantime, you can contact their main office

Telephone: [Insert number]

Email: [Insert email]

**Hospital Contacts**:

|  |  |
| --- | --- |
| **For queries in office hours:** | |
| Hospital Clinical Team Available between ***[insert office hours]*** | ***[Insert telephone Number]***  ***[Insert email]*** |
| Hospital Pharmacy Homecare Team  Available between ***[insert office hours]*** | ***[Insert telephone Number]***  ***[Insert email]*** |
| **For queries outside of office hours:** (In the event of an emergency, dial 999) | |
| Hospital Clinical Team (Out of Hours) | ***[Insert telephone Number]*** |
| On-call hospital pharmacist (Out of hours) or Answerphone service | ***[Insert telephone Number]*** |

**Who to Contact When…**

You should contact the **Homecare Provider** if:

* You have not received the welcome call in the expected time
* You would like to change the agreed delivery date / time / location
* You are running low on supplies and have not been contacted by the homecare provider to arrange a delivery
* Your delivery has not arrived when you expected
* You have any other query about your delivery or your nurse visit if you are expecting one
* You would like to make a complaint. If you prefer, you can also complain to the hospital pharmacy team.

You should contact your **Hospital** **Clinical Team** if:

* You feel your condition is getting worse
* You want to discuss your condition and/ or your treatment
* You experience an unexpected side effect
* You would like to discuss your Homecare medicines.

You should contact your **Hospital** **Pharmacy Homecare Team** if:

* You are unable to contact your homecare provider to arrange a delivery
* You still have concerns following discussion with your homecare provider
* You would like to make a formal complaint about your homecare provider or your homecare provider has not resolved a complaint.
* You want to change how you receive your medicines.