

Homecare Medicine Service

Patient charter



Purpose of this charter

The purpose of this charter is to provide you with information on homecare medicines services. It will include the steps you will go through and what you can expect if you are new to homecare. It will also explain to you your rights and responsibilities, in line with the NHS constitution principles.

The NHS Constitution can be found at <https://www.gov.uk/government/publications/the-nhs-constitution-for-england>

Introduction

If appropriate you may be provided with a homecare service for your medicines which will be ordered by your NHS hospital or clinic. In most cases this will mean your prescribed medicines are delivered directly to your home by a trusted homecare provider.

For some patients it may also involve some level of care taking place in your home administered by a healthcare professional or a period of training to allow you to self-administer your medication in the future.

Why homecare has a role in medicines provision

Homecare helps to provide you with the treatment you need directly to your own home without having to attend the hospital or clinic. If you regularly need to attend outpatient appointments and day units for repeat prescriptions, homecare will save you time by bringing your medication directly to you at home. For some medicines arrangements are also made for a suitably qualified nurse to assist with administration

Not only is this more convenient for you but it also helps the hospital to free up clinic appointments meaning we can care for more people.

How choice applies

You will have the opportunity to discuss how homecare will work for you and you have the right to request specific arrangements about how your medicines and/or medical treatments are delivered, for example on what date and time. If you require more than one prescribed medicine you can expect the provider to do their utmost to arrange single deliveries – saving you from receiving several deliveries in a week; however this may not always be possible.

Your homecare provider is responsible for making your care arrangements – you can expect them to do their best to accommodate you and your needs however, they cannot guarantee they will be able to specifically cater to your requests.

You can expect to have an explanation if your needs cannot be met and you can talk about this with your clinical team or the Trust's Pharmacy Homecare Team if needed.

Setting up homecare arrangements

Every patient is entitled to be provided with an understanding of how homecare works and the different processes which are used to provide the service.

How services are set up

The homecare providers we use are private companies who are registered to provide medicines and related medical treatments. Depending on your treatment you may also be provided with nursing care or training on how to self-administer your medicines.

Exactly who will provide you with your homecare will depend on your individual needs and which companies your hospital uses. In some instances you may receive a homecare arranged by the company that manufactures your medicine. They will have set up the arrangements through a designated homecare provider. A supply will then be arranged after your clinical team and Pharmacy Homecare Team contacts the homecare provider to give them the details of the medicines you need. It is then the homecare company's responsibility to provide your medicine and make delivery arrangements.

It is important that this process is clear to you and that you understand that some personal and some sensitive information held about you by the hospital will be shared with the homecare provider. This information shared includes name, address, date of birth, allergies, diagnosis and allergy status. Any information shared will be to aid the homecare provider with your treatment and will be used in compliance with the Data Protection Act.

The role of patients in setting up services – the ‘right’ to be engaged

You can expect that the most effective process is being used to provide you with your treatment and that relevant patient groups are regularly consulted to make sure the best methods are being used.

The responsibilities of the hospital team and your GP

The hospital doctor, specialist nurse and pharmacist, as well as other members of the team, have responsibilities to ensure homecare medicine services meet the needs of patients and are set up in line with agreed standards. They also have a responsibility to let your GP know which medicines you are being given.

Initiating homecare medicines for the individual patient

This section of the charter will cover what you can expect if you are in need of homecare.

Clinical decision making – right for explanation, engagement, choice

A hospital healthcare professional will provide you with all the information you feel you need about homecare. You will have the opportunity to ask any questions you have about the service. Every patient is entitled to this and has the right to accept or refuse treatment through the homecare service.

Registration

After being consulted, you are required to fill out necessary forms to register for homecare. The hospital clinical team may complete these on your behalf after your clinic appointment.

Seeking consent and sharing your information

You will be asked to sign a 'patient consent for homecare services' form – this will show that you have understood your healthcare professional, as well as the information provided to you, and that you are happy to start receiving medicines and associated care through the homecare service.

The Trust will need to provide information about you with the relevant trusted homecare provider in accordance with UK Data Protection Legislation for the purpose of supplying your medications and advising on the use of medications only. The Information we will share will include your name, address, NHS number, details of relevant medical history and medicines that you required. In some circumstances your homecare provider will need to share your name and address with a third party to enable delivery of your medication. The homecare supplier will advise you if this is the case.

For further information please refer to: <http://www.mcht.nhs.uk/information-for-patients/confidentiality/>

Information leaflet to be provided

You will be provided with information on how homecare will work for you. Every homecare patient can expect to receive this information.

Provision of the right contact details for different issues

You will be given the contact details of who to contact in your clinical team, at the hospital or clinic. On initiation of the homecare service you will also be given a patient welcome pack detailing how to contact the homecare company should you need to (this is most often included in the first delivery of your medication).

Setting up the service

In order for you to receive the best service possible you may need to make very slight changes to your set up at home.

This will depend on your treatment needs, and you can expect to be guided on this by your homecare provider when they first contact you.

Trust Consent Document

Every patient wishing to benefit from homecare is required to sign a patient consent document. This indicates you are happy with the information you have received and agreeing to uphold your responsibilities such as attending clinics and for blood monitoring as stipulated by your clinician. At any point during the services you miss clinic reviews or do not attend for blood monitoring the service will be put on hold.

First contact with homecare company

At this stage you will hear from your new homecare provider's customer service team. They will provide you with all the information you need on how their service works for you, including contact details should you need them.

The role of customer service

When your homecare provider contacts you they will provide you with all the information you need on how their service will work for you. Every patient is entitled to ask as many questions as necessary.

Deliveries

This section of the charter will explain to you what you can expect when your medicines are delivered to you.

The standards expected

Where the homecare team delivers your medication every patient can expect to receive a discrete service and to be treated with respect and dignity, for example, vans making deliveries will not have information on them that will indicate you are receiving homecare.

Each member of the homecare team who delivers your medicines 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.

Deliveries may on occasions be made by couriers arranged by the homecare providers – these will carry out your delivery to the same standard as the homecare companies own vans.

The different methods i.e. home or pharmacy or appointed place

During the homecare service you are able to request alternative delivery arrangements for your medicines other than your home e.g. workplace. An alternative delivery arrangement must have secure and appropriate means to store the medication as per the manufacturers instruction e.g. fridge.

Access to home

In some instances a member of your homecare team may need to enter your home in order for them to help you as much as possible. Every patient can expect an explanation on why this is necessary and has the right to refuse entry to the homecare provider. It is important you understand that the homecare provider will only enter your home to help you. If you refuse them entry you could be left without the care you need.

Homecare staff will carry an identity badge to show who they are, you can expect to be shown this before letting them enter your home.

Responsibility for medicines held at home

If you are receiving more deliveries than you need, or perhaps not enough, it is your responsibility to alert this to your homecare provider, usually by phoning the customer service team. If you have stock left when a new delivery arrives you should check the older stock is still in date and use it before starting the new delivery – unless there have been changes in what you should take.

Some medicines require special storage, such as in a fridge, your homecare provider will explain this to you and also explain your responsibilities, this may include checking the fridge is at the right temperature and reporting any problems.

Responsibility to be available

The homecare provider will discuss with every patient when they can expect their medicines to be delivered. After this has happened, it is your responsibility to make sure you are at home and available to receive your medicine at the arranged date and time. Make sure you contact the homecare provider customer service team if something unexpected arises and you cannot be there to accept your medicines.

Issues re age of person receiving – designated person

All patients will receive a discrete and sensitive service, and for this reason only designated people may sign for your medicines. Where possible, it is preferred that you sign for your own medicines. Your homecare provider will 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.

Nursing services

For some, it may be necessary for a nurse to visit you at your home to administer your medicines or provide related care. Any patient who is also visited by a nurse can expect them to be a fully qualified and registered professional. It is your responsibility to accommodate them in order to help them to complete their job properly.

Complaints

If you feel you need to complain about any aspect of your homecare you should contact your homecare provider to begin with. The details of who to contact should be in your welcome

pack. You can also contact the Trust's Pharmacy Homecare Team or your hospital clinical team.

Homecare providers have a responsibility to pass on any concerns you have to your clinical team and the Trust's Pharmacy Homecare Team. Every patient has the right to comment on the service they receive.

If things go wrong

Homecare medicines services are of a high standard but errors can occur. Any patient who believes an error has been made regarding their homecare has the right to voice their concerns. When you start on homecare you will be given information about what to do if this happens.

If you would like to talk to someone you should contact the Trust's Pharmacy Homecare Team or clinical team in the first instance who will handle your enquiry sensitively and appropriately. You may also need to contact your clinical team if you are concerned about what to do. The homecare provider and the NHS will want to learn from any errors so reporting them is important.

Taking your medicines regularly

Once you have started taking your medicines it is important you follow the instructions given and take them regularly. Doing this will mean you will get the expected benefits and avoid waste. If you find you have problems or concerns about your medicines you should talk to your clinical team or the Trust's Pharmacy Homecare Team.

If for any reason the homecare provider has any concerns about your treatment they have a responsibility to share this with your clinical team and the Trust's Pharmacy Homecare Team. This would only be to ensure you are benefiting from the best treatment possible.

Feedback – the survey & questionnaire

Every patient will, at some stage, be asked for feedback on their homecare experience. This will usually be at least once each year. What you say in this feedback will help the homecare company, the hospital and the manufacturer better shape the service for what you need – this will be an opportunity for you to voice your thoughts on the service you receive and will give your provider the information they need to make their service as good as possible.

You may be contacted by the Trust or by the homecare provider. If you do not want to be contacted to provide feedback or complete questionnaires, please let your Pharmacy Homecare Team know. Not providing feedback will not affect the homecare service you receive. Your Pharmacy Homecare Team can be contacted on: 01270 612261. It will be assumed, unless contacted, that you are happy to be sent a questionnaire.

This information is available in audio, Braille, large print and other languages. To request a copy, please telephone 01270 612261.

