

Pharmacy department

Homecare medicines service

You can have your hospital prescribed medicines delivered to you at home. This leaflet tells you how the service works.

A welcome pack with more details will be given to you by your homecare company.

What is a homecare medicines service

A homecare medicines service delivers hospital prescribed medicines to your home. You can choose a delivery address that works for you. This might be your home, a workplace or a relative's house. The service is provided by a homecare company. The Christie works with this company.

The service may also include

- delivery of extra items such as dressings, needles and syringes
- delivery of items such as a pump or fridge
- home visits from a nurse to teach you how to give yourself your medicine
- regular nurse visits to give your medicine

Your hospital team is still responsible for your treatment and care. They will keep your GP up to date with any changes to your care.

How can the service help me?

- The service makes it easier to get your medicines.
- The service helps you manage your medicines.
- Delivery of your medicines can be at a time and place that works for you.
- You don't need to wait at the hospital pharmacy for them.
- You don't need to travel to the hospital to collect your medicines.
- Repeat prescriptions will be ordered by your clinical team.
- You may be able to have a nurse visit you at home.

How and where will my medicines be delivered?

A delivery driver will bring your medicines in a van. You can choose to have your medicines delivered to:

- your home
- your workplace
- a friend or relative's home

The driver will carry an ID badge. You can ask to see it.

The delivery must be signed for by you, or someone acting on your behalf. This makes sure your medicines arrive safely.



What can I do to help?

- Attend your routine clinic appointments and blood tests.
- Tell the hospital and homecare company if your phone number, address or email changes.
- Answer calls or emails about deliveries of your medicine.
- Make sure someone is available to sign for deliveries.
- Be at home for your nurse visit.
- Tell your homecare company if you need to make changes to your delivery.
- Tell your homecare company if you need to make changes to your nurse visit.
- Keep your medicines stored correctly. Some medicines need to be in a fridge.
- Tell your hospital team if your medicines have not been stored correctly.
- Check your delivery and report any missing items or anything that looks wrong.

Your guarantee of quality

We regularly check how the homecare service is working. The Christie Pharmacy, nursing and medical directors do this.

The homecare company must meet the same quality and safety standards as the NHS.

Understanding your needs

We will ask you to take part in a survey once a year. Your feedback helps us improve the service.

If you have any questions or concerns, speak to your prescriber. You can also contact the pharmacy homecare team. Their number is at the end of this leaflet.

Is there anything else I need to know?

To give you this service, we need some basic contact details about you. We will share these with the homecare company. With these they can deliver your medicines safely. We will complete a form for you to join the service and let the company know that you have given permission to be contacted by them. The Christie and homecare company will keep your personal details safe.

The homecare company will use your details to:

- contact you
- arrange deliveries
- deliver medicines to the correct address

We also keep electronic records of your medicines to keep you safe.

If you want, you can leave the service at any time. You do not need to give a reason. To leave, tell your consultant or the pharmacy homecare team.

When should I contact someone?

Contact the homecare company if:

- you have not received a welcome call within 3 weeks
- you want to change a delivery date, time, or address
- you are running low on medicines
- your delivery has not arrived when you expected
- you have questions about your delivery or nurse visit
- you would like to make a complaint

You can also make a complaint to the pharmacy homecare team.

Contact your Christie clinical team if:

- your health problem is getting worse
- you want to discuss your condition or treatment
- you have a side effect
- you have questions about your medicine

Contact the pharmacy homecare team if:

- you cannot contact your homecare company
- you still have concerns after speaking with the homecare company
- you want to make an official complaint about the homecare company
- your complaint is ongoing
- you want to change how you get your medicines

Pharmacy homecare team

Phone: 0161 956 1188

If you need information in a different format, such as easy read, large print, BSL, braille, email, SMS text or other communication support, please tell your ward or clinic nurse.

The Christie is committed to producing high quality, evidence based information for patients. Our patient information adheres to the principles and quality statements of the Information Standard. If you would like to have details about the sources used please contact **the-christie.patient.information@nhs.net**

For information and advice visit the cancer information centres at Withington, Oldham, Salford or Macclesfield. Opening times can vary, please check before making a special journey.



Contact The Christie Hotline for
urgent support and specialist advice
The Christie Hotline: 0161 446 3658
Open 24 hours a day, 7 days a week