



Royal Cornwall Hospitals
NHS Trust

Homecare medicines service



One + all | we care

What are 'homecare medicines'?

'Homecare medicines' is a term used to describe the delivery of your medicines or treatment to your home or any place you choose. The homecare service may include the attendance of a nurse at your home if the medicine is one that needs to be given by infusion. With your consent, Royal Cornwall Hospitals NHS Trust will send your prescription to one of our trusted homecare providers who will dispense and deliver your medicines, and in some instances make arrangements for a nurse to be present to give the medicine.

Who will provide my medicines/treatment?

The homecare providers we use are private companies who are not part of the NHS but are registered to provide medicines and medical treatments.

The homecare provider we use will depend on which medicine or treatment you are receiving. When you register for the homecare service you will receive a welcome pack from the homecare provider that will explain who they are and what they do.

Occasionally we will change the homecare service provider we use. This will always be managed with little or no effect to you. We always use tried and trusted homecare service providers who can demonstrate experience in providing quality healthcare.

How will homecare medicines benefit me?

Your medicines will be sent directly to you at your home at regular intervals. If this is not convenient then it may be possible to arrange delivery to another place.

To ensure the doctors can monitor your health, it is important that you still attend your regular hospital appointments whilst you are receiving home deliveries. Not attending your appointments could lead to your medicine deliveries being interrupted.

What are my options for delivery?

Options for delivery vary depending on the type of treatment being delivered. Your healthcare professional will be able to discuss it with you further.

You may be able to choose:

- van delivery to home
- van delivery to work, friend, relative etc.

The van will be unmarked so no one except you will know what is being delivered.

What if I have a problem?

The patient care coordinator at the homecare provider will usually be able to help you with delivery problems. Their contact details will be included in the welcome pack. If you have a problem with your treatment, for example side effects or your condition getting worse, contact your clinical team at the hospital.

There is also a homecare patient helpline within the Royal Cornwall Hospital Pharmacy Department that you can contact if you have difficulty getting in touch with your homecare provider or for any homecare-related problems or queries.

Telephone: 01872 252982 (9am-5pm Monday to Friday)

Email: rch-tr.HomeCarePharmacy@nhs.net

If you have a problem that you feel has not been handled well you have the right to make a complaint. Please ensure that you have attempted to resolve any complaints with your homecare provider and your NHS clinical team first. Details of the NHS complaints procedure are available from the hospital and online at:

www.royalcornwallhospitals.nhs.uk/your-care/patient-experience/

How do we use and share your information?

Most of the time, we rely on your implied or explicit consent for us to process your information in order to provide you with appropriate Health Care.

There are however other legal provisions we rely on under the new Data Protection Act (General Data Protection Regulation).

We have a legal basis to use and share your information under Article 6 (a) 'the data subject has given consent', Article 6 (e) 'processing is in the public interest' and Article 9 (h) 'processing is necessary for the purposes of preventive or occupational medicine, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services'.

Should you wish to object or withdraw your consent for your data to be processed, or request for your information to be changed please contact us:

Information Governance Team on:

Tel: 01872 255014

Email: rch-tr.infogov@nhs.net

If you would like this leaflet in large print, braille, audio version or in another language, please contact the General Office on 01872 252690

