Calderdale and Huddersfield NHS Foundation Trust

Pharmacy

Homecare Medicines Service
Information for Patients

What are 'Homecare Medicines'?

'Homecare Medicines' is a term used to describe the delivery of your medicines or treatment to your home or chosen location. With your consent, Calderdale & Huddersfield Foundation Trust (CHFT) will send your prescription to one of our trusted homecare providers who will dispense and deliver your medicines.

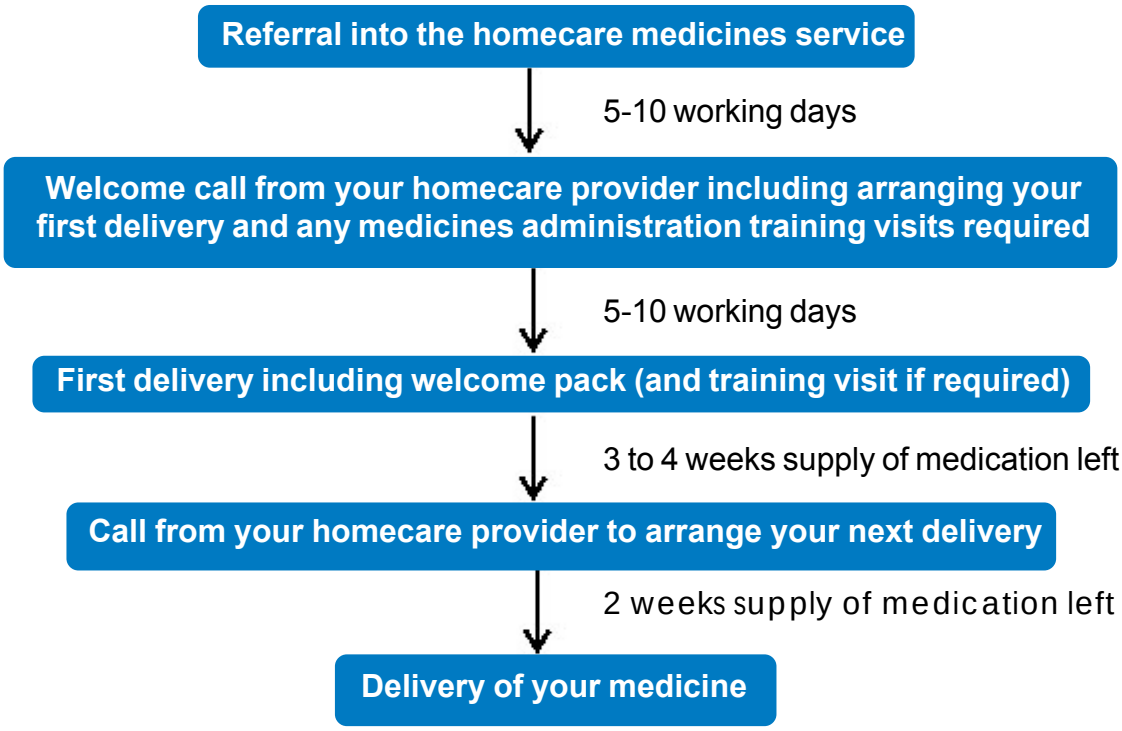
So who will provide my medicines/treatment?

The homecare providers we use are private companies who are not part of the NHS but are registered to supply 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 years of experience in providing quality healthcare.

How will the homecare medicines service work?



compassionate care

How will Homecare medicines benefit me?

Your medicines will be sent directly to you at your home (or any place you find convenient) at regular intervals.

It is important that you still attend your regular hospital appointments whilst you are receiving home deliveries to ensure that the doctors can monitor your health. 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.

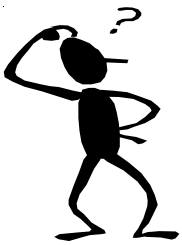
You may be able to choose:



- 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. If you have a problem which requires medical assistance you should always get in touch with your clinical team at the hospital.

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 CHFT complaints procedure are available from the hospital and online at:
https://www.cht.nhs.uk/services/non-clinical-services/patient-advice-and-complaints-service/

Confidentiality

The homecare provider is bound by the same rules as NHS staff in terms of the information they have access to (General Protection Data Regulation). No one from the homecare provider will discuss your treatment with anyone not involved with the NHS and will only ever contact you to discuss your delivery. You can access a copy of the CHFT privacy notice online at:
https://www.cht.nhs.uk/patients-visitors/privacy-notice/ or alternatively, a copy can be printed out for you.

If you have any concerns about your treatment please ring the number below and ask to be put through to the department responsible for your care.

Calderdale Royal Hospital
Telephone No: 01422 357171

If you have any comments about this leaflet you can contact :

Pharmacy Clinical Services
Calderdale Royal Hospital
Telephone No: 01422 224218

If you would like this information in another format or language contact the above.

Potřebujete-li tyto informace v jiném formátu nebo jazyce, obraťte se prosím na výše uvedené oddělení

Jeżeli są Państwo zainteresowani otrzymaniem tych informacji w innym formacie lub wersji językowej, prosimy skontaktować się z nami, korzystając z ww. danych kontaktowych

ਰ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਪ੍ਰਾਰੂਪ ਜਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ,
ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਉਪਰੋਕਤ ਵਿਭਾਗ ਵਿੱਚ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

اگر آپ کو یہ معلومات کسی اور فارمیٹ یا زبان میں درکار ہوں، تو
برائے مہربانی مندرجہ بالا شعبے میں ہم سے رابطہ کریں۔

"إذا احتجت الحصول على هذه المعلومة بشكل مغاير أو مترجمة إلى لغة مختلفة فيرجى منك الاتصال بالقسم المذكور أعلاه"

Trust Quality Information
CHFT