



## Introduction

This leaflet aims to provide you with information about the Homecare Medicines Service. Your child may already receive their medicines from this service or your child's consultant feels that your family could benefit from the service.

Some families prefer to have their child's medicine delivered to their home rather than collecting them from the hospital pharmacy. Arrangements can be made for medicines to be delivered to a family's home or to another agreed location.

Homecare companies provide the delivery service. They are not part of the NHS but have been chosen by the hospital to provide the service on their behalf. The Homecare Medicines Service is regularly reviewed and monitored by Pharmacy, Nursing and Medical Directors and is required to work to the same governance standards as the NHS

## Frequently Asked Questions

### Who is eligible for the Homecare Medicines Service?

To be able to take part in the service, the following requirements will have to be met:

- Your child is stable on treatment.
- **The family attends regular clinic appointments and have a good attendance record.**
- A home or other postal address where the medicines can be delivered safely and securely.
- A contact number and/or an email address for messages.
- The family is available to receive delivery at the scheduled time slot

### How would I join the scheme?

After having the Homecare Service fully explained to you by the hospital clinical nurse you will need to fill in the homecare registration form.

### What about confidentiality?

In order to provide you with this service, we will need some basic contact information from you and we will pass a copy to the delivery company. We will ask you to complete and sign a registration and consent form. The information you provide will be entered onto a secure database and paper copies securely stored. The delivery company will use this information to make sure your medicines are delivered to the right address.

For safety reasons all dispensing records will be held on a computerised patient medication records system. If any of your details change i.e. telephone number or address it is essential that you pass this information on to us at the clinic.

### **What if I do not want my child's medicine to be delivered by homecare?**

It is your decision, you can continue to collect your child's medicine from the hospital pharmacy you are also free to leave the service at any time, just let the person who prescribes your child's medicine know. They will provide you with a prescription to take to the hospital pharmacy

### **What would I do if my child's medication is incomplete (has an owing)?**

You must contact the **homecare company** directly to inform them about the missing items or to arrange another delivery for the owing item before your child's current supply runs out.

### **What would I do if I think I am going to run out of medication?**

You should discuss how much medication you require each time with **the homecare company** when they contact you to schedule a delivery or when you visit the clinic. If you are about to run out of medicine, contact the **homecare company directly** to arrange a new delivery.

### **What would happen if packages of medicines are lost, delayed or damaged?**

If this happens, report the incident to the **homecare company**. Arrangements will be made for the urgent supply of your medicines by courier if necessary by the company. If you then receive the delivery or original parcel at a later date, you must inform the **homecare company**

### **What happens if there is no one available to sign for the medicine when they are delivered?**

- The homecare company should in the first instance be able to arrange a delivery date at a time that is convenient to you
- If circumstances change please call the homecare company as soon as possible to try and change delivery slot or you may be able to arrange delivery to a neighbour depending on the medication being delivered
- If the delivery date/time is unable to change delivery your medications will be returned for delivery another date/time

### **Who would I contact if I have concerns about the service or to give feedback?**

If you wish to contact us to discuss concerns with your homecare medicines supply please contact the Trust's Pharmacy Homecare Team on the help line **0151 293 3560**. You can leave a message and one of the Pharmacy Team will call you back. Please ensure that you leave your name and contact details. (email: [pharmacyhomecare@alderhey.nhs.uk](mailto:pharmacyhomecare@alderhey.nhs.uk)).

Alternatively you can contact our **Patient Advice Liaison Service (PALS)** on **0151 252**

**5374** (email: [pals@alderhey.nhs.uk](mailto:pals@alderhey.nhs.uk)) to discuss any concern you have.

**How could I find out more information about my child's treatment?**

If you need information about, or help with your prescribed medicines you can contact your consultant or nurse specialist. Alternatively you can contact the homecare team at Alder Hey on telephone **0151 293 3560** who can direct you to an appropriate person.

This form will be completed when signing up for the Homecare service.

<p><b>Medicine prescribed:</b></p>	
<p><b>Company providing your child's homecare Medicine Service</b></p>	<p>Your child's medicines will be dispensed by [Homecare company]</p> <p>Who will pack them in plain packaging ready for delivery to your chosen address?</p> <p>Your medicines will be sent using [delivery method].</p>
<p><b>Clinical Team contact</b></p>	<p>[Name]:</p> <p>Contact no:</p>

This fact sheet only gives general information. You must always discuss the individual treatment of your child with the appropriate member of staff. Do not rely on this leaflet alone for information about your child's treatment. This information can be made available in other languages and formats if requested.

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