

Appendix 2 — Patient Information Leaflet

NHS Wales Homecare Medicines Services: 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 any place you choose. With your consent, *[insert health board/trust]* 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 used by NHS Wales health boards/trusts 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 years of experience in providing quality healthcare.

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*
- Royal Mail Special Delivery to home**
- Royal Mail Special Delivery to alternative address**
- Royal Mail 'Local collect' (from a Post Office)**

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

**Royal Mail will leave a card if you are out and you can collect from your sorting office. Posting may not be an option for some types of medicine

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 NHS complaints procedure are available online at: www.puttingthingsright.wales.nhs.uk.

Confidentiality The homecare provider is bound by the same rules as NHS staff in terms of the information they have access to (The Data Protection Act 1998). 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.