

Pharmacy Department

Homecare Medicines Service: Information for patients

The Homecare medicines service delivers your medicines or treatments to your home or preferred location. With your consent UHCW NHS Trust will send your prescription to one of our trusted homecare providers who will dispense and deliver your medicines.

Homecare Providers

The homecare providers we use are private companies who are registered to provide medicines and medical treatments. We occasionally change the provider we use; however this should have little or no effect on you.

Homecare Medicines

Your medicines will be sent directly to your address of choice at regular intervals. It is important that you still attend regular hospital appointments whilst you are receiving home deliveries to ensure that doctors can monitor your health. Your medicine deliveries may be interrupted if you do not attend your appointments.

Making a Complaint

We aim to ensure that you receive the best quality service possible; however we do understand that things can go wrong. If this happens we will try our best to fix it quickly and avoid further problems. If your complaint relates to any treatment or care you have received at the hospital, refer to the hospital's complaints leaflet for details.



Patient Information

Once registered with a homecare provider you will receive a welcome pack with details of how to contact your homecare provider's customer service team. This customer service team is to be used if you have a complaint about your homecare medicines service. This team should resolve issues over the phone. If you are not satisfied with this response then you can request a formal written response.

If, for any reason, you would prefer to talk about your concerns with NHS staff at your hospital, you can speak to the Pharmacy Homecare team or clinical team.

If you have any issues regarding your homecare medicines service that you are finding hard to get resolved with your homecare provider, contact the Pharmacy Homecare team, who will be happy to help.

Incidents

You can report any incidents by contacting your homecare providers' customer team. Incidents that are routinely monitored include:

- Damaged medicines or medical device— a product is not of the expected quality and must be replaced
- Safety incident— you have experienced harm resulting from using a medicine, medical device, or clinical services from your homecare provider
- Shared information— personal identifiable information about you has been shared without authorisation
- Vulnerable patients— a person under the age of 18 or a vulnerable adult has been put at risk of abuse or neglect

Patient Information

Confidentiality

If you do not want your homecare provider to have access to your health records please let them know. This however may limit their ability to deal with your complaint.

What Happens Next?

Your homecare provider should acknowledge formal complaints in writing within 3 business days, and you should receive a full written response within 30 business days. This will include an apology, details of the investigation, as well as causes and corrective actions. Your hospital will also receive a copy of this.

Where harm has occurred from the use of a medicinal product, you will be asked if you are willing to share your contact details with the medicine manufacturer for them to contact you for more details.

You have a right to appeal against the response by contacting the homecare provider's customer service team if you feel that:

- Facts provided are incorrect
- The investigation was not thorough
- Your complaint wasn't fully addressed

Useful Contacts

UHCW Pharmacy Homecare Team Tel: 02476 966765

Email: Pharmacy.Homecare@uhcw.nhs.uk

Your clinical team:

Your homecare provider:

Patient Information

UHCW Complaints Service

Complaints Service, University Hospitals Coventry & Warwickshire NHS Trust, 3rd Floor Central, Quality Department, Clifford Bridge Road, Coventry, CV2 2DX

Email us: feedback@uhcw.nhs.uk - start your subject line with COMPLAINT
Telephone: 024 7696 5203

Patients Association

Tel: 020 84239111 or 08456084455

Email: helpline@patients-association.com

NHS Choices

www.nhs.co.uk/aboutnhschoices

Parliamentary and Health Service Ombudsman

www.ombudsman.org.uk Tel: 0345 0154033

The Trust has access to interpreting and translation services. If you need this information in another language or format please contact and we will do our best to meet your needs.

The Trust operates a smoke free policy

Document History

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