

QEF Homecare Service

This leaflet introduces the QEF Homecare Service; this service is available to patients who have been prescribed specified medicines to be delivered to their home or care setting. If further information is required they should be advised to speak with their doctor, nurse or clinical team caring for them.

How does the QEF Homecare service work?

Specific medications that are prescribed within the hospital are eligible to be delivered to the patients home address, allowing them to save time and return home sooner.

Once the patients clinical team have decided on a Homecare service, they will then refer their prescription to a Homecare service provider, who will then register the patient on their pharmacy system along with any necessary paperwork. The Homecare service provider will then contact the patient to arrange a suitable delivery date and time.

Should QEF Homecare service be selected, QEF have an in-house pharmacy based in the Queen Elizabeth hospital in Gateshead to dispense and deliver medication. This service is available for hospital prescriptions only, GP prescriptions cannot be dispensed or delivered.

Who can use the QEF Homecare service?

The QEF Homecare service is only available for specified medicines. The clinical team will discuss suitability with the patient.

All patients registered to the QEF Homecare service must be contactable via landline or mobile telephone.

How will medication be delivered?

When registering with the QEF Homecare service the patient will be asked to nominate a designated representative, this can be themselves, a friend or family member. The QEF Homecare service team will then contact the representative when a new or repeat prescription has been issued to arrange a convenient date and time to deliver the prescription. Deliveries are available Monday to Friday from 9am to 6pm.

All medication is delivered in discreet packaging and our drivers also understand the need for discretion and confidentiality. All deliveries will required proof of ID and signature.

Collecting and replacing sharps bins.

The Homecare service team will ask the patient during their phone call if they require a replacement sharps bin. The driver will then exchange a full sharps bin for an empty bin when the delivery of medication is made.

How to store medicines

It is very important that medicines are stored correctly. All medication should be stored out of sight and reach of children. Any medication that requires refrigeration will be clearly marked and labelled.

Our delivery vehicles are also cold temperature controlled with a data recorder fitted in the vehicles cabin, to ensure that all medication is stored correctly during transport.

Why choose QEF Homecare service?

The QEF Homecare service will provide reliable, professional and courteous service with an emphasis on patient confidentiality at all times.

QEF have 4 years experience as a Homecare service provider, and currently have over 1,000 patients registered. QEF actively record key performance indicators and have a robust quality management system.

Contact us

For any queries or questions about the supply or delivery of medication, please contact the QEF Homecare service team

QEF Homecare Service : 0191 445 8577

Email: ghnt.qefpth@nhs.net