

Homecare Medicine Service Patient FAQs

You have been given this leaflet as your doctor has prescribed you one or more medicines that can be delivered directly to your home or address of your choosing. This is called a Homecare medicines service. This leaflet aims to provide you with the information you need to make informed decisions about whether you wish to receive your medicines via this Homecare medicines service and to make sure you receive your medicines safely and securely.

What is a homecare medicines service?

A Homecare medicines service is a term used to describe the home delivery of certain medication prescribed within a hospital.

Who will provide my medicines?

Your Homecare provider is QEF Homecare service. QEF is a wholly owned subsidiary of the NHS based within the Queen Elizabeth Hospital Gateshead.

How will a homecare medicines service benefit me?

Your medicines will be delivered at regular intervals to your selected address this can be your home or other address such as a work. This means you do not have to attend the hospital to pick up your medication and can schedule delivery around your regular day to day life. Whilst you do not need to come to hospital to collect your prescription you must still attend your routine appointments as the hospital will need to monitor your health. The Homecare service will not be able to provide your medicine without these check-ups.

Are there any risks?

Homecare medicine services are considered by the NHS as a safe and convenient method of supplying your medicines, although you should be aware of the small risk that your medicines don't reach you in time, leading to a missed dose. To minimise this risk your deliveries will be carefully managed and scheduled. Contingency plans are in place for emergency same day deliveries should the need arise. You can further reduce the risk by monitoring how much medicine you have left, informing the appropriate people if you are running low and making sure you are available on the agreed delivery day.



What are the delivery options?

Your delivery options vary depending on the type of treatment being delivered. Deliveries are usually made by van delivery to your home or other designated address. Your medicines will always need to be signed for by yourself or a representative that has been agreed with the QEF Homecare service provider in advance.

How do I get a new sharps bin?

During your phone consultation to arrange delivery you will be asked if you require a new sharps bin and if you have any bins to return. The driver will then exchange a full sharps bin for an empty bin when the delivery of medication is made.

What do I do if I miss my delivery?

All missed deliveries will be brought back to the QEF Homecare service. You will receive a slip through the post that lets you know when we tried to deliver your medication and a contact number to rearrange your delivery or collection.

What information will QEF Homecare service know about me?

Your personal details (including name, home address, contact details, medical condition and treatment) will be held on the QEF Homecare services highly secure computer network. QEF Homecare service is bound by the same laws as the NHS regarding accessible patient information (The Data Protection Act 1998) You will be asked to agree, either in writing or verbally, that you are prepared for QEF Homecare service to hold information about you and your medical condition. QEF Homecare service will only contact you to arrange delivery of your medicines and they will only discuss your treatment with yourself or a member of the hospital team.

What should I do if I have a problem?

It is important that you know who to contact if you have a problem. Any clinical issues with your care will need to be referred to the hospital. You should only contact QEF Homecare in regard to issues with your delivery.

Who should I contact if...

- The delivery has not come when it was supposed to.
- You would like to change the agreed delivery date or time.
- You are running low on medication and have not been contacted by the QEF Homecare service to arrange a delivery.
- You have any other query around the delivery of your medication
- You would like to make a complaint.

For the queries stated above please contact QEF Homecare service
0191 445 8577

- You are unable to get through to QEF Homecare service to arrange a delivery.
- You have remaining concerns following discussion with QEF Homecare service
- You would like to make a formal complaint about QEF Homecare service
- You experience an unexpected side effect.
- You would like to discuss details of your medication.

For the queries stated above please contact your Homecare specialist

- You feel your condition is getting worse.
- You feel generally unwell.
- You want to discuss your condition and/or your treatment.

For the queries stated above please contact your medical team

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