

Welcome to **HealthNet Homecare**

YOUR HOMECARE SERVICE GUIDE



PATIENT INFORMATION

Please keep this guide in a safe place to refer to when required www.healthnethomecare.co.uk

Working in
partnership with



About HealthNet Homecare

HealthNet has many years of experience providing homecare services, so you can be confident that you are in safe hands. HealthNet Homecare's pharmacies are registered with and inspected by the General Pharmaceutical Council; registration number 1113506 (Featherstone) and 9011236 (Swadlincote).

We hold an NHS dispensing contract and a Wholesale Distribution Authorisation. HealthNet Homecare is a member of the National Pharmacy Association.

HealthNet Homecare is registered with Care Quality Commission and Care Inspectorate Scotland, to provide nursing services.

Medicines are dispensed from our purpose-built pharmacy premises in West Yorkshire and Derbyshire:

HealthNet Homecare (UK) LTD
Unit 3 Ardane Park
Phoenix Avenue
Green Lane Industrial Estate
Featherstone
West Yorkshire, WF7 6EP

Units 1&2 Orbit Business Park
Alfred Eley Close
Off William Nadin Way
Tetron Point, Swadlincote
Derbyshire, DE11 0WU

This Welcome Pack gives you information about **how our homecare service will work for you.**

You will be receiving this Welcome Pack as an introduction to HealthNet Homecare. For some patients we will also have been asked to provide a nursing service.

We will work closely with your hospital team, to ensure your medicine is delivered to you safely and according to the instructions on your prescription.

Before each delivery we will deliver any additional items you may need to help you use your medicine correctly e.g. a sharps bin.



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How the service works

1

A consultant, or specialist nurse at your hospital has sent us your registration details and a prescription for you. All details are handled in the strictest privacy, and in line with Data Protection and Information Governance.

2

You will now have a personal account on our IT system and we will have contacted you by telephone to introduce ourselves and to arrange your first delivery agreeing a date, time and place that is convenient for you.

3

Future deliveries will be made to you regularly according to the quantities and frequency specified on your prescription. We will contact you to arrange each delivery and ask you to confirm your current stock of medicine, in line with NHS best practice. Because your medicine should be taken regularly and continuously, it is important you receive it promptly - therefore it is also important we can always contact you.

Please make sure HealthNet are kept up to date with your address, telephone number(s) and e-mail address. (see 'how to contact us' section).

Your personal information will only be accessed by those who are involved in the homecare service, and who have a justifiable reason to be accessing your data. The confidentiality of patient information is of great importance to HealthNet, and we will take all reasonable care to ensure your personal data is kept secure against unauthorised access, loss or destruction.

You can read more about how we handle your data in our Privacy Statement at the end of this information guide. It is also available on our website: www.healthnethomecare.co.uk

Homecare is not a replacement for your hospital appointments, and you must continue to attend your clinic appointments as required.



Pharmacy Customer Care Team

Our Pharmacy Customer Care Team will have contacted you to introduce the service and arrange your first delivery.

During this first call, or anytime afterwards, should you wish to, you can register for access to our Patient Portal where you can arrange deliveries online at a time convenient to you. Alternatively, you can continue to receive a telephone call from a member of our pharmacy team each time a delivery is due. You can give us details of any additional people such as a spouse or son/ daughter you authorise us to contact to arrange your home deliveries.

It is important to note we cannot, under any circumstances leave deliveries of medicines unattended, or with any person who has not been authorised by you to receive them. However, we will confirm the delivery address and authorised person(s) each time we contact you to arrange a delivery.

When the Pharmacy Customer Care Team call you, they will ask you how much of your medicine you have in stock and will use this information to arrange your next delivery date.

The Pharmacy Customer Care Team have regular contact with your hospital, so that they are kept updated. The hospital staff will still be monitoring you closely while you are on homecare.

Ancillaries - for certain medicines, and where requested by your hospital team, the Pharmacy Customer Care Team will also ask you about some additional items you will need for your treatment. These are called "Ancillaries" and include things such as dressings, wipes and needles.

If you need extra supplies of your medicine or other items before your next delivery is due, please contact the Pharmacy Customer Care Team using the contact details below. They will liaise with your hospital and do their best to make arrangements, so you have a continuous supply of medicine. However, please note that medicines cannot be supplied to you by HealthNet until we have received a valid prescription from your hospital team.



Pharmacy Customer Care Team **08000 833 060** or at enquiries@healthnethomecare.co.uk

Deliveries

Your hospital will prescribe your medicine and specify a quantity that they want HealthNet to supply during each delivery. Each prescription will have a set number of deliveries and intervals to be observed. HealthNet will contact you ahead of each delivery becoming due. We will contact you before each delivery to check your stock level and confirm the exact delivery date. Contact may be by telephone, text or an e-mail inviting you to book your next delivery online. Reminders are only sent once we have received a valid prescription for you from the hospital.

Each delivery will include:

- the medicine prescribed for you
- a Patient Information Leaflet for each of the medicines
- a sharps bin appropriate for your medicine waste and any other ancillary items you may need
- a delivery note listing all the items in your delivery

For first deliveries:

- a copy of this welcome pack and
- manufacturer medicine specific information if appropriate

We will deliver enough of everything to administer your medicine as prescribed, but please contact us if you think you need more of anything or anything is not as you were expecting.

Each delivery will include a Delivery Note, for you to check and confirm you have received all the items listed. You should also check your name appears correctly on all the labels and check the expiry date of the medicines.

Equipment - Some medicines need special equipment to enable you to receive treatment. In this case, your first delivery will have included such equipment, for example an infusion pump. Please keep the equipment in good working order, as you will need to return it when you no longer need the treatment. Also, HealthNet may request return or exchange at regular intervals for servicing and maintenance. You will be given instructions for returning equipment at the appropriate time.

Who will deliver my medicine and where can it be delivered to?

Your medicine will be delivered by either, one of our specially trained homecare delivery drivers or by one of our trusted courier partners on a convenient date agreed with you in advance. Deliveries can be made to home or work addresses or to a named neighbour, friend or relative's address. The address can be changed each time we organise a delivery.



To protect your confidentiality there will be nothing on the outer packaging of the parcel to indicate its contents and the delivery driver will not know himself what is included in the parcel(s).

Deliveries will be made in one of two ways:

By a homecare driver in temperature-controlled vehicles, specially designed with ambient and refrigerated chambers to keep medicines at their required temperature throughout their travel time. This service is currently provided on behalf of HealthNet by LF&E and Polar Speed. Cold chain items must be placed in a fridge as soon as they are received.

Using a nationwide overnight courier company. Items needing cold chain storage will be packed in validated cold chain packaging specially designed to keep the medicines at the correct temperature during their travel time. Once the box is opened, the items must be placed into a fridge immediately. This service is provided by APC-Overnight and in some remote parts of the UK by Royal Mail using their Guaranteed Next Day and tracked service.

Some deliveries may come in two parcels, one with products for storage at room temperature and one with items that must be kept in a fridge.

Deliveries made by LF&E will be in plain, unmarked vans, to ensure a confidential service. The drivers wear a uniform and carry photographic identification, which can be shown on request.

Deliveries can be made anytime between 7am and 6pm. For most deliveries, you will receive a text message the night before your delivery day, giving a 2-hour time slot during which to expect the delivery. This helps reduce the amount of time you need to stay at home awaiting your delivery. If you don't receive a text message or haven't provided HealthNet with a mobile phone number, you can contact the HealthNet Pharmacy Customer Care team on the day of your delivery to be given a more precise time to expect your delivery.

What happens if I am not in to receive the delivery?

When arranging a delivery we will agree a suitable date with you. It is very important you, or your representative, are in to receive and sign for the delivery to avoid delays in you receiving your medicine(s) and potentially additional costs to the NHS.

Deliveries to other addresses

We can arrange for a delivery to be made to an alternative address, providing you give sufficient notice to enable us to make the change. The Pharmacy Customer Care Team will always check the address for the next delivery, each time they contact you to arrange your deliveries. An authorised adult must always be available to sign for the delivery on your behalf.

Deliveries to holiday or temporary addresses

If you are going on holiday, wherever possible, please let us know at least 4 weeks before you go away, so HealthNet can work with you and the hospital team to make sure your treatment is not affected.

For the purposes of travel, you are responsible for obtaining appropriate medical insurance which will allow you to obtain medical advice and treatment locally, and to cover any unplanned event.

Your medicine can be delivered to any address in the UK. Please inform the Pharmacy Customer Care representative when they arrange the delivery. We cannot usually make deliveries outside of the UK but can provide advice. Please ask one of our pharmacists or another member of the HealthNet Pharmacy team, who will be able to offer the most up to date information about travelling with a medicine.

What should I do when I have received the delivery?

Please check your delivery each time, carefully ensuring it contains all of the items you were expecting.

If you think anything is missing, please check the packaging carefully as some items and packets are very small. Check that there is no obvious damage to any of the items. The parcel will include a Delivery Note listing all the items and quantities on your order. You have the right to refuse a delivery that is obviously damaged.

If you have any concerns about missing, incorrect or damaged items please contact our Pharmacy Customer Care team immediately on **08000 833 060** or at **enquiries@healthnethomecare.co.uk**

What about items that need to be refrigerated?

Items that need to be kept in a fridge will be separately packed to ensure your medicine stays at the right temperature during transit.

Storage of Medicines

Store your medicines in a safe place away from the sight and reach of children.


Make sure you rotate the stock and use the packs with the shortest expiry date first. If you are unsure or have any questions, you can contact our Pharmacy Customer Care Team or Pharmacists, who will be pleased to advise you. However, any queries about your clinical condition and treatment should be directed to your hospital team.

Medicines not needing refrigeration should be kept in a dry place away from direct sunlight, radiators or fires, ideally between +15°C and +25°C.

Medicines that do need refrigeration should be placed in the fridge immediately upon receipt. They will either be sent to you packed in an appropriate cool box to keep your medicine at the right temperature during transit or will have been delivered to you in a refrigerated vehicle. When you receive them, the medicines should be unpacked as soon as possible and immediately placed in a refrigerator at a temperature between +2°C and +8°C. It is very important that the medicines are not frozen.

Not all medicines are stored and handled in the same way, so check the instructions on the label and patient information leaflet.

If you think that equipment failure may have affected your medicine, please contact our Pharmacy Customer Care team immediately on **08000 833 060** or at **enquiries@healthnethomecare.co.uk** for medical information.

A young child with short blonde hair, wearing a grey t-shirt and grey shorts, is standing in a kitchen. The child is reaching up with both hands to a dark countertop, possibly to get something from a cabinet or to play with an object on the counter. The kitchen has white cabinets and a sink with a chrome faucet is visible in the background. The lighting is warm and indoor.

Store your medicines in a safe place away from the sight and reach of children.

HealthNet Patient Portal

Managing medicine deliveries has never been easier.

You can sign up at any time to arrange your deliveries online by emailing your name and address to **enquiries@healthnethomecare.co.uk** asking to be signed up to the Patient Portal.

You will be sent a welcome email explaining how to log-on and access the service.

When your next delivery is due, we will send an email or text prompting you to log into your account on the portal and confirm arrangements for your next delivery. When arranging your delivery on the Patient Portal, we will also need you to provide details of how much medicine you have left at the time. Once you have successfully arranged your next delivery on the Patient Portal, you will receive an email to confirm this has been arranged. You can also request a new sharps bin (if required for your treatment).

We hope you will find this an easy and convenient way to manage your medication deliveries in the future.

The HealthNet Patient Portal does not replace the need to attend appointments with your clinician.

Clinical Waste

The waste from your treatment needs to be disposed of carefully. Depending on who is making your delivery, you may be able to hand back medicines to the driver when they bring your delivery. Unwanted medicines can also be returned to any local community pharmacy for disposal. Medicines should never be disposed of in the ordinary household waste.

If your medicine is an injectable product, you will be given a "sharps bin" for the waste. This should be used for needles, pre-filled devices and other equipment such as empty ampoules and syringes.

Your sharps bin will typically be collected by a homecare delivery driver, and please make sure it is securely closed and sealed ready for collection before the delivery driver arrives. Please mention to our Health Net Pharmacy Customer Support Team at the time of arranging your delivery if you have a full sharps bin to collect.

To help us and the NHS save on costs, please only return your sharps bin when it is full, or your treatment is complete.



Welcome to the Portal

Show Password

LOGIN

[Forgotten your password?](#)

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Nursing Services

Some patients require a nurse visit when they are first prescribed a medicine to show them and/or a carer how to use the product. Other patients need a nurse to visit and administer their medicine each time they receive a dose.

If your homecare service includes nurse visits, you will be contacted by a member of the HealthNet nursing team or one of its partner nursing providers to arrange the first visit after we have arranged your first delivery.

Where required, we will arrange your next visit date at each visit. If for any reason you need to change your nurse appointment, please contact the HealthNet nursing team directly on **0113 340 1830 Monday to Friday 0800 -1800 hrs**, excluding Bank Holidays.

Adverse events

Any medicines adverse events or product complaints should be reported to HealthNet, so we can report the details to your referring centre and to the company responsible for the manufacture of your medicine. This also includes any symptoms or events not related to the condition for which you are taking the medicine and any problems you encounter with the delivery device or packaging (e.g. an injection pen or syringe you suspect may be faulty).





In the event of any complaint response from us regarding our nursing services not meeting your expectations, we would ask that in the first instance you contact our Customer Care Team for further investigation. However, should you require further assistance the following bodies may help:

For complaints in England and Wales

Health Service Ombudsman Email: www.ombudsman.org.uk/making-complaint Phone: 0345 015 4033

For complaints in Scotland

Care Inspectorate Compass House 11 Riverside Drive Dundee DD1 4NY Phone: 0345 600 9527 Email: concerns@careinspectorate.com

For complaints in Northern Ireland

The Regulation & Quality Improvement Authority 9th Floor Riverside Tower 5 Lanyon Place Belfast BT1 3BT Phone: 02890 517 500 Email: info@rqia.org.uk

Please note, the Ombudsman is unable to investigate complaints against private or independent health services unless they relate to NHS funded care.

What should I do if I experience any side effects or have any other product issue?

If you experience any side effects, talk to your hospital team, (doctor, specialist pharmacist or nurse) and inform us at HealthNet Homecare of your side effects. We want to know about all possible side effects, including those listed in the Patient Information Leaflet. You can also report side effects directly via the Yellow Card Scheme at www.mhra.gov.uk/yellowcard. By reporting side effects, you can help provide more information on the safety of this medicine.

As part of your Homecare Service, HealthNet Homecare is required to collect and record safety reports of any side effects you experience while taking your medicine. This information will only be passed to the manufacturer anonymously, unless you give consent to HealthNet Homecare to share your identifiable details with the pharmaceutical company and for the pharmaceutical company to contact you or your prescriber to gather further information on the side effect or adverse event you experienced.

You can report side effects and adverse events to us by using the contact information below or you can write to us by e-mail at: **pv@healthnethomecare.co.uk**

Quality Care

We welcome all aspects of feedback as this enables us to continuously improve our service.

It is important that we know when we are getting things right and we welcome comments on how we might improve our services.

We welcome any general comments about the services we provide and any suggestions of ways in which we can improve our services to you. Our robust Quality Management System ensures your views and opinions are shared with the right people at the right time. If you have any feedback, please email our team at:

feedback@healthnethomecare.co.uk

From time to time you may receive a Patient Satisfaction Survey. We would be grateful if you could take the time to complete this and return it along with any compliments or suggestions for improvements

Complaints

We operate a complaints procedure as part of the NHS system for dealing with complaints. Our system meets national standards criteria.

If you are unhappy with the service you have received and wish to make a complaint, please contact our Customer Care Team in the first instance. Your complaint will be logged and investigated in line with our Complaints procedure.

If appropriate, we will let you know the outcome of the investigation and any actions taken.

You can also make a complaint by writing to our Quality Department:

**Quality Department
Units 1 & 2 Orbit Business Park
Alfred Eley Close
Tetron Point
Swadlincote
DE11 0WU**

If you are still unhappy

In the event that you are not satisfied with our response to your complaint please follow the instructions provided in our response letter to request a further investigation, explaining why you are unhappy with the response you have received.

Your complaint and its initial investigation will be reviewed and the findings of the investigation will be communicated to you along with next steps.

You can also seek advice from the local Patient Advice and Liaison Service (PALS). PALS are not part of the Complaints Procedure itself, but they might be able to resolve your concerns informally or they can tell you more about the Complaints Procedure and independent complaints advocacy services.

You can find your local PALS office online at: [www.nhs.uk/service-search/other-services/Patient-Advice-and-Liaison-Services-\(PALS\)/LocationSearch/363](http://www.nhs.uk/service-search/other-services/Patient-Advice-and-Liaison-Services-(PALS)/LocationSearch/363)

An independent complaints advocacy service (ICAS) is available to provide advice and support for people who wish to complain about the NHS. Your local ICAS service can be contacted on 0300 330 5454

Everyone in the HealthNet team works hard to give you the best possible service. Please treat them with the courtesy and respect they deserve. We reserve the right to refuse to provide services to individuals who act in a violent, threatening or aggressive manner.

For any questions about your treatment, e.g.:

- you feel your condition is getting worse
- you want to discuss your condition and/or your treatment
- you experience an unexpected side effect or
- you would like to discuss your Homecare medicines

please contact your hospital clinical team.

Contacts

For any questions about the service including:

- to arrange or change a delivery
- to let us know you are running short of medicine or other items
- to tell us about a change of details
- travel advice
- to inform us of a problem with your delivery, medicine or ancillary items
- if you believe you have suffered an adverse reaction to your medicines

please contact our Pharmacy Customer Care Team on:

Tel: 08000 833 060 or e-mail:

enquiries@healthnethomecare.co.uk

The telephones are manned, and a pharmacist is on duty from 8:00am to 6:00pm Monday to Friday, and 9:00am to 5:00pm on Saturdays. The Pharmacy is closed on Sundays and Bank Holidays.

A voicemail service is available outside of these hours, where you can leave a message, and this will be picked up the next working day.

Your Responsibilities

As a recipient of a Homecare Service, your responsibilities include, but are not limited to:

- ✓ Being contactable to arrange deliveries; returning calls to the Pharmacy Customer Care Team if you are not available to speak at the time of contact or confirming your delivery arrangements when prompted to do so via the Patient Portal.
- ✓ Being contactable by the HealthNet nursing team; returning calls if you are not available to speak at the time of contact.
- ✓ Ensuring you, or an authorised recipient, are at the agreed location for the delivery, at the pre-arranged time.
- ✓ Ensuring you are at the agreed location at the pre-arranged time for the nurse visit or call.
- ✓ Reporting any Adverse Event or product quality complaint to HealthNet.
- ✓ Telling HealthNet, and/or your referring hospital about any errors/problems in your medicine supplies, to ensure you continue on the prescribed medicine at the correct dose and frequency.
- ✓ Not to throw away any medicines or ancillaries you think may be faulty - store them safely until advised by HealthNet. We may ask to collect them for inspection and investigation.
- ✓ Store your medicine in the appropriate place and within the correct temperature range.
- ✓ Provide a stock check when asked to do so by the Pharmacy Customer Care Team.
- ✓ Inform HealthNet and/or your referring hospital of any travel plans you may have, so additional arrangements can be made when needed, to ensure you have enough medicine while you are away.



HealthNet Homecare Privacy Notice

We know you value your privacy and the security of personal information held about you. This notice describes how we look after and safeguard information about you.

Pharmacy and Clinical Homecare Services

We receive your personal data when your clinical team refer you to us, so that we can provide pharmacy and clinical homecare services to you, and when they send your prescriptions to our pharmacy. We will update this personal data and add to it during the course of providing pharmacy and clinical homecare services to you. We are therefore classed as controllers of the data along with the hospital or clinic who prescribe for you.

We process your personal data, which includes: your name, address, contact details, hospital number, NHS number, medical condition, prescribed medicines and their directions for use, delivery address information, telephone calls, notes of contact made with you directly or with your clinic and details of the hospital or clinic whose care you are under. We process this personal data for the purposes of:

Your Care – providing a pharmacy and clinical homecare service to you and, when appropriate, sharing information with the homecare and clinical teams at your NHS or other treating clinic and our partner nursing service providers;

Your Deliveries – sharing your name, address or alternative delivery address, telephone number and, when appropriate, details of neighbours or other family members, with our partner logistics providers to enable deliveries at pre-arranged times to your chosen location;

Our Payments – for services that we provide on behalf of NHS hospitals, private prescribers and clinics, sharing your information in order to claim payment for the products and services we provide to you;

Where the homecare services are funded by pharmaceutical companies, sharing limited pseudonymised information in order to claim payment for the products and services we provide to you; For patients prescribed medicines on prescriptions issued by a GP, sharing your information with the NHS Business Services Authority and others in the wider NHS, and only limited information to those external to the NHS who negotiate and check the accuracy of our payments;

For self-funding customers, sharing card payment information with our card processing service. HealthNet do not store any credit/debit card information;

Drug Safety – sharing limited information (e.g. your HealthNet patient ID number, initials and date of birth) with pharmaceutical companies to enable the recording of adverse events and the monitoring of drug safety;

Management – for patients prescribed their medicines on prescriptions issued by a GP, sharing limited information with the NHS Business Services Authority and others in the wider NHS, and those external to the NHS who ensure we maintain appropriate professional and service standards and that your declarations and ours are accurate. We hold your information for as long as advised by the NHS or required by medicines and pharmacy law. You have a right to a copy of the information we hold about you without charge and within 30 days from the time of your request. You may seek to correct any inaccurate information.

We have a legitimate interest in processing your data, so we can provide pharmacy and clinical homecare services to you in support of your clinical team in the management of your condition and provision of healthcare.

We do not sell your data or use it for any marketing purposes. Your data will not be transferred outside of the United Kingdom.

Patient Support Programmes

Certain medicines are associated with a Patient Support Programme. If you are eligible for inclusion in a Patient Support Programme, you will be asked if you are happy to participate and specifically consent to the sharing of your personal data before the service is provided. Details as to what data and how it will be used will be provided at the time you are asked for consent. A pharmacist is responsible for the confidentiality of your information. You may object to us holding your information. You may also lodge a complaint with the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Please ask if you want more information.

**Our Data Protection Officer contact details are, email: dpo@healthnethomecare.co.uk
Tel: 08000 833 060**

This Privacy Notice was written in June 2019.



HealthNet
Homecare

Units 1&2 Orbit Business Park
Alfred Eley Close
Off William Nadin Way
Tetron Point, Swadlincote
Derbyshire
DE11 0WU

Unit 3 Ardane Park
Phoenix Avenue
Green Lane Industrial Estate
Featherstone
West Yorkshire
WF7 6EP

Telephone: 08000 833 060

E-mail: enquiries@healthnethomecare.co.uk

HealthNet Homecare are regulated by the following agencies:

Pharmacy & Prescription Services

General Pharmaceutical Council
25 Canada Square
London
E14 5LQ

Nursing Services & Quality of Care – Scotland

Care Inspectorate Scotland
Compass House
11 Riverside Drive
Dundee
DD1 4NY

Nursing Services & Quality of Care – England & Wales

Care Quality Commission
CQC National Customer Service Centre
Citygate Gallowgate
Newcastle upon Tyne
NE1 4PA

Nursing Services & Quality of Care – Northern Ireland

Regulation and Quality Improvement Authority
7th Floor Victoria House
15-27 Gloucester Street
Belfast
BT1 4LS

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