your medication home delivery service
This is intended to make life easier for you and your clinical team. In the past you would have had to go to clinic to collect your medication and perhaps also be trained on how to use it. Instead of having to go to clinic to collect your medication and perhaps also be trained on how to use it, we will deliver this service to you at home, or another convenient address instead. Our service is designed to make life easier for you, as it means you will only have to go to clinic when you need to see your clinical team, not just to collect your medication.

As a leading provider of clinical care in the home, we support over 150,000 patients a year across 49 different therapy areas. That’s one in 500 patients in the UK. Since we started in 1992 we have cared for more than four million people in the comfort of their own home.

Every member of the team, from specialist clinician to driver, lives by the same simple philosophy: the patient comes first.

Your clinical team have asked us to manage, dispense and deliver your medication.

We care for people in the place they most want to be.
how does the service work?

As a new patient to Healthcare at Home, we would like to take this opportunity to explain to you how our service works and the benefits it can offer:

1. On receipt of your referral form and prescription, which is sent to us by either your hospital consultant or specialist nurse, we will enter your details onto our system to create an account for you. All details are handled in the strictest confidence in line with the Data Protection Legislation.

2. We can deliver to any UK address providing we have your consent, for example a work address or a relative or neighbour if you would prefer. Please inform us if you wish other people to accept deliveries on your behalf.

3. A member of our Customer Services Department will always contact you prior to your next scheduled delivery date. During this telephone call we will also ask for a stock check of medication you currently hold and ask if any additional stores items are required. If you have a sharps bin which is full, our driver will be happy to remove this for you when your delivery is made.

4. It is important to note that making an accurate stock check for you before each delivery is a mandatory agreement we have with your hospital. It is therefore very important that you provide us with this information when we call.
our delivery service

Your deliveries will be made by trained drivers who all carry identification cards and drive unmarked vans. If the driver is going to be unduly delayed, you will be contacted with a revised estimate of your delivery time.

Our delivery service has refrigeration units to ensure your medication is transported at the correct temperature. Access arrangements can be provided for disabled customers, including adjustments to premises or services.

If you would like to know the expected time of arrival for your delivery, you can register for our delivery reminder service (further details are contained in this booklet), or you can use the delivery tracker on our website: www.hah.co.uk/eta

You will need your Customer Account Number which is provided as part of your Welcome Call. Your estimated time of arrival (ETA) should be available from around 7 pm the day before delivery. Please note that an ETA is only available for deliveries being made by our drivers.

Our Customer Care Team aim to answer any questions you may have about Healthcare at Home’s service as quickly and efficiently as possible. In return we politely request that all team members and the pharmacy are treated with respect and that they are not obliged to serve violent or abusive customers.

Please remember to inform our Customer Care Team if you are going to be on holiday for any of your scheduled delivery days. We can then ensure that your delivery is rescheduled to a more suitable date.

storage of your medication

Specific storage information for your treatment can be found on the product information leaflet inside the medication box.

It is important to use your medication in the correct order. Please ensure you do not use your product beyond the expiry date indicated on the packaging of your medication. It is important to ensure your medication is kept out of the reach and sight of children and vulnerable adults at all times.

Our Customer Care Team can also send you a letter explaining why you are carrying medication, in case you are asked for this by Customs.

If you have any queries about the storage of your medication please do not hesitate to contact our Customer Care Team.

clinical waste disposal

It is important to ensure that you dispose of any used needles and syringes safely.

When your sharps bin is full, seal it shut and give it to our driver who can dispose of it safely for you. If you are unable to seal your bin please tell our driver and they will be able to do this for you. Further instruction on how to close your sharps bin is included in this leaflet. It is important to ensure your sharps bin is kept out of the reach of children and vulnerable adults at all times.

If you are going abroad we can arrange for you to receive a smaller sharps bin which is more suitable for travelling. Our Healthcare at Home Pharmacy Team can also send you a letter explaining why you are carrying medication, in case you are asked for this by Customs.

Specific storage information for your treatment can be found on the product information leaflet inside the medication box.
procedure for reporting suspected faulty devices

In the event that you experience any difficulty when administering your medication or problems with injection devices please:

- **do not place these in your sharps bin unless told to do so**
- **do not hand back to your delivery driver**

Do call our Pharmacy Department immediately on 01283 501 390 who will discuss the issue and advise you on the next course of action. It is important that you let us know of any problems you are having straight away because it may be possible for us to talk you through how to reset your device and administer a successful injection.

If you encounter problems over a weekend or Bank Holiday, please put the injection back into the fridge and call us as soon as possible on the next working day.

if you urgently need medical help or advice outside of opening hours, and it’s not a life-threatening situation, contact NHS 111, by calling 111. Information can also be accessed at [www.nhs.uk](http://www.nhs.uk)

contacting us

If you have any queries regarding your deliveries, the disposal of your clinical waste or the supply of your stores items, you can contact our Customer Care Team by telephone between 8 AM and 8 PM Monday to Friday, or 8 AM and 4:30 PM Saturdays, Sundays and Bank Holidays. The telephone number has been provided as part of your Welcome Call.

We also have an on-site team of pharmacists who are available to handle any queries about the medication delivered to you.

All queries about your treatment should be directed to your clinical support team at the hospital or your GP.

**Please remember to contact us if you move house or change your telephone number. This will ensure we always keep our records up to date and are able to contact you to arrange your scheduled delivery.**

If, for any reason, your clinician decides to temporarily pause your treatment, you need to cancel your scheduled delivery, or if you’re going on holiday, please contact us as soon as possible to let us know.

**Opening hours**

Monday to Friday  8 AM and 8 PM
Saturdays, Sundays  8 AM and 4:30 PM
and Bank Holidays

If you urgently need medical help or advice outside of opening hours, and it’s not a life-threatening situation, contact NHS 111, by calling 111. Information can also be accessed at [www.nhs.uk](http://www.nhs.uk)
compliments, comments and complaints

We welcome your views on our services. If you have been impressed by the care that you or someone you know has received, please let us know.

It is important that we know when we are getting things right. We welcome comments on how we might improve our services. If you have a comment, suggestion or concern, or would like to learn more about our services, you can let our Customer Care Team know.

Please raise any concerns as they happen. Alternatively, if you wish to provide any formal feedback or raise a formal complaint you can contact the Patient Advocacy and Support Team at:

Healthcare at Home, Patient Advocacy and Support Team, 107 Station Street, Burton upon Trent, Staffordshire DE14 1SZ

or email: patientadvocacy@hah.co.uk

In the event of any complaint response from us not meeting your expectations, we would ask that in the first instance you contact the Patient Advocacy and Support Team for further investigation.

However, should you require further assistance, the following bodies may assist:

www.ombudsman.org.uk/make-a-complaint or call 0345 015 4033

This will provide you with further information before proceeding with making a complaint.

For complaints in Scotland contact:

Care Inspectorate, Compass House, 11 Riverside Drive, Dundee DD1 4NY
tel: 01382 207 100 or 0345 600 9527 email: enquires@careinspectorate.com

For complaints in Northern Ireland:

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

Information made available by Daniels Healthcare Ltd.
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sharps bin door positions

Door open position
The door in the lid is fully open allowing for disposal of sharps into the container.

Temporary closure position
The door in the lid has been pulled across to the temporary closure position. Accidental access to the contents is reduced. The lid can still be opened allowing for further use.

Permanent closure position
The door in the lid is closed and locked firmly by pushing right across. The lid cannot be opened again and the sharps container no longer used.
delivery reminder service

What is it?
We offer a delivery reminder service which uses SMS text messaging. This service sends a reminder message to your mobile phone the day before your delivery is due.

How does it work?
On the day before your delivery, you will receive an SMS text message to the mobile phone number that you provide to us. The message will say,

‘Your HaH delivery is coming tomorrow. If you are unable to accept it please reply NO to this message’.

If you reply ‘NO’ to the message, we will then contact you to re-arrange the delivery.

We will try to ensure that you will only receive the message on the day before delivery, between 9.00 am and 8.00 pm. Please note that if you contact us to cancel your delivery on the day before the delivery is due, you may still receive the delivery reminder text.

What does it cost?
It will not cost you anything to receive a text message from us if you are in the UK and using a UK mobile phone. If you reply ‘NO’ to cancel a delivery, your phone operator may charge the cost of a standard text message if this is not included in your call plan. Please do not reply to the text with anything other than ‘NO’ as it will not be received.

Why should I join?
We don’t want you to forget that we will be calling or run out of medication and other supplies, so we can send a text message to remind you when your delivery is due. The text message will also tell you what to do if you need to delay the delivery.

How do I join?
When we call you to confirm your delivery, we will ask if you wish to join this service. Alternatively, feel free to ask a Customer Care Team member to join at any time.

If you opt in, your mobile number will be passed to a third party messaging service. Your details will be held securely and will only be used to provide the delivery reminder service.

Stopping the service
If, at any point, you wish to stop the delivery reminder service, please telephone your Healthcare at Home Customer Care Team on the usual number during normal office hours and ask to ‘opt-out’. It can take up to two days to process your request so you might receive one last message from us if a delivery is due.

If you wish to opt back into the service at a later date please call your Healthcare at Home Customer Care Team on the usual number.
Healthcare at Home is a leading provider of clinical care out-of-hospital and we will always keep your personal information safe and secure. Everyone working for Healthcare at Home has a legal and contractual duty to maintain the confidentiality of your personal information.

Accordingly, all our staff are trained on handling information securely and you can be assured your information will be stored, managed and used with the greatest of care.

You may view our full privacy policy on our website or if you would like a printed copy please contact our Information Governance and Security Team either by email at infogov@hah.co.uk or by phone at 0800 917 4980.
If you’d like to know more about what we do and how we work, give us a call or drop us a line.

T + 44 (0) 333 103 9499
hahenquiries@hah.co.uk

107 Station Street
Burton upon Trent
Staffordshire
DE14 1SZ

hah.co.uk