



## Receiving medication through a Homecare service.



### How do I contact the Whittington hospital teams?

#### Rheumatology

**Email:** whh-tr.rheumatologyadmin@nhs.net

**Phone messaging service nurse helpline:**

020 7288 5257

#### Haematology:

**Thalassaemia Day Unit Tel:** 020 7288 5225

#### Gastroenterology:

**Nurses Helpline Tel:** 020 7288 5692

**Email:** whh-tr.GIHelpline@nhs.net

**Appointments:** 020 7288 5511

#### Dermatology:

**Contact:** yve.greenaway@nhs.net

**Tel:** 020 7288 5266

**Admin/script queries or nurse helpline:**

020 72885062 (9am-5pm Mon-Fri)

#### Patient advice and liaison service (PALS)

If you have a compliment, complaint or concern please contact our PALS team on 020 7288 5551 or

[whh-tr.PALS@nhs.net](mailto:whh-tr.PALS@nhs.net)

If you need a large print, audio or translated copy of this leaflet please email

[whh-tr.patient-information@nhs.net](mailto:whh-tr.patient-information@nhs.net).

We will try our best to meet your needs.

[Twitter.com/WhitHealth](https://twitter.com/WhitHealth)

[Facebook.com/WhittingtonHealth](https://facebook.com/WhittingtonHealth)

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Date published: 20/06/2023

Review date: 20/06/2025

Ref: ACW/Pharm/RMTHomecareServ/01

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### How do I contact my homecare team?

Depending on the medication you receive, you will have medication supplied from one of these homecare teams:

#### Sciensus:

**FAQs:** <https://www.sciensus.com/help/frequently-asked-questions/>

**Live chats:** <https://www.sciensus.com/help/help-and-support/>

**Phone:** Contact the patient Service team: 0333 1039 499

**Opening hours:** Monday to Friday 8am- 6pm, Saturday 8am to 1pm.

Website: <https://www.sciensus.com>

#### Calea:

**FAQs:** <https://calea.co.uk/patient/faqs>

**Phone:** Call the advice line to speak to your patient care coordinator: 0800 121 8300

**Email:** <https://calea.co.uk/contact/>

**Website:** <https://calea.co.uk>

#### Lloyds:

**Phone:** Call the Patient Services Team: 0345 2636 123.

**Opening hours:** Monday to Friday, 8.00am – 5.30pm

**For all Urgent enquiries:** 0800 326 5465 or 0345 2636 115

**Email:** [Enquiries@lpclinicalhomecare.co.uk](mailto:Enquiries@lpclinicalhomecare.co.uk)

Website: [lpclinicalhomecare.co.uk](http://lpclinicalhomecare.co.uk)

## Introduction

As part of our commitment to improve services and care for our patients, the Whittington has developed a service to allow you to have some of your medicines delivered directly to your home (or another convenient address).

Your prescription will be dispensed under the guidance of Whittington NHS Trust and delivered by a private Homecare Company.

The aim of this partnership is to provide a more streamlined dispensing service for outpatients, in terms of quality, flexibility and convenience.

Homecare companies provide dispensing services to the NHS for a number of years, and we believe this service will help us to increase the quality of care we give to our patients.

## Benefits

- No lengthy waiting for prescriptions in pharmacy
- No unnecessary journeys to hospital just to refill prescriptions- you will still need to attend for blood tests when necessary (usually every 6 months)
- Delivery of medication at a time and place that suits you.
- Less risk of running out of supplies

## How does the service work for new patients?

After your clinic visit, your prescription will be screened by one of the Whittington pharmacists and then sent to the homecare team.

When your prescription arrives at the homecare company, one of their dedicated Customer Service Coordinators will telephone you on your preferred contact number to welcome you to our new service.

You will need to confirm your personal details before a delivery day and time can be booked.

The homecare team: pharmacists and technical staff will then dispense your prescription, pack your medicines securely and safely and then deliver them to your chosen delivery address.

## How does the service work for existing patients?

After you are set up with the homecare team, we will ensure a new script is sent to them before you run out of medication. For this to happen we ask that you ensure you have regular blood tests (usually 6 monthly). If you prefer to arrange this with your GP, please ensure the clinical team at the hospital have agreed to this and have a method of viewing your results.

## How much does it cost?

Receiving medication through homecare is free for patients.

## POLITE NOTE: Blood testing

To have your medication sent to you without delay, we ask that you ensure you have regular blood tests. Please contact your clinical team ONE MONTH before your medication runs out to ensure a blood test can be booked and your prescription can be sent to the homecare provider. This will usually mean you have blood tests every 5-6 months.

## How will the delivery be made?

The homecare Customer Services Coordinator will contact you to ask when you prefer to have the delivery. Scheduled van deliveries will generally be made Monday to Friday between 8.00am and 6.00pm (this varies between homecare companies). Provision may also be made for weekend/evening delivery. The delivery will be made by a scheduled Homecare van. All drivers are trained employees (not agency drivers) who carry appropriate ID and understand the need for discretion and confidentiality.

## What happens if no one is available to sign for the delivery?

If you are out when your parcel arrives, your package will be returned to the local depot. A Customer Service Coordinator will then ring you to rearrange this delivery at a time to suit you.