



## Pharmacy Department

# Homecare Service Information for Patients and Carers

At Dorset County Hospital NHS Foundation Trust we are constantly working to improve your care. One of the ways we have chosen to do this is through Homecare Medicines.

'Homecare Services' is a term used to describe the delivery of your medicines or treatment to a convenient location of your choice. With your consent, we will send your prescription to one of our approved homecare providers who will dispense and deliver your medicines. Our aim is to provide a tailored service for patients receiving treatment.

### **Who will provide my medicines/treatment?**

The homecare providers are private companies who are not part of the NHS but are registered to provide medicines and medical treatments.

The companies we use will depend on which medicine or treatment you are receiving. When you register for the homecare service you will receive a welcome pack from your homecare provider that will explain who they are and what they do.

Occasionally we might change the provider we use. This will always be managed with little or no effect on you. We always use tried and trusted homecare service providers who can demonstrate years of experience in providing quality healthcare.

### **How does the service work?**

On understanding and accepting the service, you will be asked to complete a registration form which is then passed to the homecare company. Your prescriptions are then communicated to them, and you will be contacted to arrange a convenient delivery time and address.

You will still need to attend all clinic appointments so that your health is monitored effectively, and the doctors can prescribe the appropriate medication for you. You may withdraw from the homecare service at any time.

### **Do I have to pay for the service?**

No, this service is free, and you will not be asked to pay on delivery. But, if you normally pay for your prescriptions, these charges will apply.

## What are my options for delivery?

The standard option for your delivery is by van delivery to your home or another UK address (work, friend, relative, holiday, etc). The van will be unmarked so no one will know what is being delivered.

## How will I receive my deliveries?

Due to the medical nature of your deliveries, they will need to be signed for when they are delivered. Your medication cannot be left outside, and only you, or a designated person can sign for it. The delivery driver will provide proof of identity.

## Who will have access to my information?

The homecare provider is bound by the same rules as NHS staff in terms of the information they have (The Data Protection Act 1998). The homecare provider will not discuss your treatment with anyone who is not involved with your direct care.

## Who do I contact if there is a problem with my delivery?

The patient care coordinator at the homecare provider will usually be able to help you with delivery problems.

If you have a problem which requires medical assistance, you should always get in touch with your clinical team at the hospital.

If you have a problem that you feel has not been handled well, you have the right to make a complaint. Please ensure that you have attempted to resolve any complaints first with your homecare provider, Homecare Team at the hospital or NHS clinical team. Details of the NHS complaints procedure are available from the hospital and online:

[Complaints \(dchft.nhs.uk\)](https://www.dchft.nhs.uk/complaints)

## Contact details

If you have any concerns about the delivery service, please see your homecare provider contact details below or look in your patient handbook:

### **Alcura UK Ltd**

Alcura House  
Caswell Road  
Brackmills Industrial Estate  
Northampton  
NN4 7PU

Monday to Friday - 8am to 6:30pm and Saturdays - 9am to 1pm

Tel: 01604 433 500 or 0800 980 0686

E-mail: [patientservices@alcura-health.co.uk](mailto:patientservices@alcura-health.co.uk)

Website: [www.alcura-health.co.uk](http://www.alcura-health.co.uk)

**Lloyds Pharmacy Clinical Homecare (LPCH)**

Scimitar Park  
Roydon Road  
Harlow  
Essex  
CM19 5GU

Monday to Friday - 8am to 6pm  
Monday to Sunday - 6pm to 8am (out of hours)

Tel: 0345 263 6123 or 0345 2636 115 (out of hours)  
Email: [lpch.prescriptionsmgmt@nhs.net](mailto:lpch.prescriptionsmgmt@nhs.net)  
Website: [www.lpclinicalhomecare.co.uk](http://www.lpclinicalhomecare.co.uk)

**Sciensus**

107 Station Street  
Burton on Trent  
Staffordshire  
DE14 1SJ

Monday to Friday - 8am to 8pm  
Saturdays, Sundays and Bank Holidays - 8am to 4:30pm

Tel: 0333 103 9499  
E-mail: [hahenquiries@hah.co.uk](mailto:hahenquiries@hah.co.uk)  
Website: [www.sciensus.com](http://www.sciensus.com)

**Healthnet**

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

Tel: 08000 833060  
Email: [enquiries@healthnethomecare.co.uk](mailto:enquiries@healthnethomecare.co.uk)

**Fresenius**

Fresenius Medical Care,  
Nunn Brook Road,  
Huthwaite,  
Sutton-in-Ashfield,  
NG17 2YA

Tel: 01623 445100

## Pharmaxo

1 Corsham Science Park  
Park Lane  
Corsham  
Wiltshire  
SN13 9FU

Tel: 01225 302188  
Email: [homecare@pharmaxo.com](mailto:homecare@pharmaxo.com)

## About this leaflet:

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If you have feedback regarding the accuracy of the information contained in this leaflet, or if you would like a list of references used to develop this leaflet, please email [pals@dchft.nhs.uk](mailto:pals@dchft.nhs.uk)



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