

# Factor Direct Home Delivery Service

Information for parents, patients, and carers from the Haemophilia Centre

## Who is Shire?

Shire (now part of Takeda) is the company that make Advate, the clotting factor treatment you or your child has been prescribed. See their website for more information about the company [www.shire.com](http://www.shire.com)

Factor Direct is part of Shire and will be the delivery company you will have dealings with. It coordinates between the Haemophilia Centre and patients to deliver the equipment and medication you need for your treatment at home.



## How will it work?

Once a decision to start prophylaxis (preventative treatment) is made, you will be asked to sign a consent form agreeing to home delivery. This means that you have agreed to allow Factor Direct to have your name, address, contact details, NHS number, and date of birth.

You must also keep records of your treatment at home using Haemtrack (see separate information sheet **Haemtrack** for more information). This is done via the internet, but if you do not have access to the internet then you can keep paper records instead and send them into the Haemophilia Centre by post.

A prescription from your consultant at the Haemophilia Centre goes to Factor Direct who then dispense and deliver your treatment to you. If this is not convenient then arrangements can be made to deliver to another address, such as a workplace or to a family member or neighbour. You will be contacted directly by Factor Direct to arrange your first delivery. They will send you a New Patient Pack, which will include further details about the company and what they are able to offer you.



## What if there are any problems with home delivery?

If you have any problems with your home delivery, you can contact the Factor Direct team by telephone on freephone 0800 38 50 95 2 or email [servicecs.uk@shire.com](mailto:servicecs.uk@shire.com)

Please remember, you can discuss any issues or problems with your home delivery with the staff at the Haemophilia Centre.

**This leaflet has been produced with and for patients**

If you would like this information in **another language, audio, Braille, Easy Read, or large print** please ask a member of staff. You can ask someone to contact us on your behalf.

**Any complaints, comments, concerns, or compliments** please speak to your doctor or nurse, or contact the Patient Advice and Liaison Service (PALS) on 01227 78 31 45, or email [ekh-tr.pals@nhs.net](mailto:ekh-tr.pals@nhs.net)

**Patients should not bring in large sums of money or valuables into hospital.** Please note that East Kent Hospitals accepts no responsibility for the loss or damage to personal property, unless the property had been handed in to Trust staff for safe-keeping.

**Further patient leaflets** are available via the East Kent Hospitals web site [www.ekhufft.nhs.uk/patientinformation](http://www.ekhufft.nhs.uk/patientinformation)