



# Homecare Medicine Service: delivering medicines to your home

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## Information for patients from the Pharmacy Homecare Department

### What is homecare, and how does it work?

Homecare is a way of delivering certain medicines prescribed by the hospital directly to an agreed address. This is at no extra cost to you.

With your consent, the Homecare Pharmacy Team will send your prescription to one of the approved homecare providers. The provider will dispense and deliver your medicines.

Your clinic doctor will continue to tell your GP of all your current treatment by letter.

It is important that you go to your regular clinic appointments. Not attending clinic appointments could lead to your deliveries being interrupted.

**Importantly**, your clinical care and management remain with the doctor, nurse, and pharmacist at your hospital.

### How will homecare services benefit me?

- Time saving, as there will be no waiting for medication in the hospital pharmacy.
- We arrange delivery times to suit you.
- You will have reduced travel or car parking costs.
- If you are going on holiday, the provider can deliver your medications to another address in the UK. You must tell the hospital and homecare company if you plan to travel.

### Who will provide my medicines?

Homecare companies are not part of the NHS, but the hospital has chosen them to provide this service. When you register for the homecare service, the provider will send you a welcome pack. The pack will explain who

they are and what they do.

### What are my options for delivery?

The provider will deliver your medication to an address agreed with you, at regular intervals. This could include your place of work, or a friend or neighbour's address. The address must be pre-arranged with the homecare company. The provider will deliver all medicines in an unmarked van.

A member of the homecare company will contact you to agree your deliveries. They will also check how much stock you have left. Some companies will send you a text message on the day of delivery. The message will tell you exactly what time to expect your delivery.

### What information will the homecare company know about me?

Homecare companies are bound by all applicable laws concerning data protection.

The homecare company will only contact you to discuss delivery. They will only discuss your treatment with members of the hospital team.

The provider holds your personal details on the company's secure computer network. Personal details include your name, address, date of birth, medical condition, and treatment. The homecare company will store this information about you and your medical condition. You agree to this either in writing (by signing the registration document), or verbally. If you have any questions or concerns, please speak a member of the Homecare Pharmacy Team.

### What if I have a problem?

You will have access to a patient care co-ordinator from the homecare company. They will be able to help you with any delivery issues. The company will give you a contact number when you register with them.

You can still contact your specialist nurse at the hospital, using the contact numbers they have given you.

If you have ongoing problems with the homecare service, please contact:

- **East Kent Hospitals Homecare Pharmacy Team**  
Telephone: 01227 866360

### What do you think of this leaflet?

We welcome feedback, whether positive or negative, as it helps us to improve our care and services.

If you would like to give us feedback about this leaflet, please fill in our short online survey. Either scan the QR code below, or use the web link. We do not record your personal information, unless you provide contact details and would like to talk to us some more.

**Giving feedback about this leaflet**



<https://www.eastkenthospitals.nhs.uk/MDQRI14/>

If you would rather talk to someone instead of filling in a survey, please call the Patient Voice Team.

- **Patient Voice Team**

Telephone: 01227 868605

Email ([ekhuft.patientvoice@nhs.net](mailto:ekhuft.patientvoice@nhs.net))

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

**Please let us know:**

- If you have any accessibility needs; this includes needing a hearing loop or wanting someone to come with you to your appointment.
- If you need an interpreter.
- If you need this information in another format (such as Braille, audio, large print or Easy Read).

**You can let us know this by:**

- Visiting the Trust web site (<https://www.ekhuft.nhs.uk/ais>).
- Calling the number at the top of your appointment letter.
- Adding this information to the Patient Portal (<https://pp.ekhuft.nhs.uk/login>).
- Telling a member of staff at your next appointment.

**Any complaints, comments, concerns or compliments**, please speak to a member of your healthcare team. Or contact the Patient Advice and Liaison Service on 01227 783145 or email ([ekh-tr.pals@nhs.net](mailto:ekh-tr.pals@nhs.net)).

**Patients should not bring 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 has been handed into Trust staff for safe-keeping.

**Further patient information leaflets** are available via the East Kent Hospitals' web site (<https://www.ekhuft.nhs.uk/patient-information>).

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