

Queen Elizabeth Hospital Birmingham



Part of University Hospitals Birmingham
NHS Foundation Trust



Homecare

Delivering the **best** in care

UHB is a no smoking Trust

To see all of our current patient information leaflets please visit
www.uhb.nhs.uk/patient-information-leaflets.htm

What is Homecare?

University Hospital Birmingham (UHB) set up a homecare service in September 2015. Homecare is a way of delivering certain medicines prescribed by the hospital directly to you at home.

Who will provide my medicines?

Medicines will be dispensed by the Discharge Pharmacy team and will be delivered to you by CitySprint, a courier company.

You must still attend your routine clinic appointments at the hospital; this is to monitor your health. What are my options?

1. You will be able to collect your medicine from Discharge Pharmacy straight after your clinic appointment. If you need your medicines quickly you should collect from Discharge Pharmacy.

or

2. You will be able to choose the homecare service and have your medicines delivered to you at home or an alternative UK address. The medicines will be delivered to the selected address and can only be left with an adult of 18 years or above.

What if I choose homecare?

- You will be registered onto the service.
- A homecare co-ordinator will be in touch to arrange your delivery.

What if I have a problem?

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

If you have any delivery queries call the homecare co-ordinator on 0121 627 2317. If you are not able to accept your scheduled delivery it is important that you let us know.

You will be withdrawn from the homecare service should you miss three deliveries within a 12 month period.

Confidentiality

- The courier company will not have access to any information about your treatment or your condition. They will only know your name and address.
- No-one from the courier company will contact you to discuss your treatment or condition.
- The van will be unmarked so no-one except you will know what is being delivered.
- No calling card will be left – In the case of any missed deliveries, the hospital will contact you.



The Trust provides free monthly health talks on a variety of medical conditions and treatments. For more information visit www.uhb.nhs.uk/health-talks.htm or call 0121 371 4323.

PHARMACY

Queen Elizabeth Hospital Birmingham
Mindelsohn Way, Edgbaston, Birmingham B15 2GW

Telephone: 0121 627 2317
