

Information for patients

Homecare Patient Charter



Working Together for Your Treatment

This guide explains how we can help you get the most from your medicines at home, and what you can expect from your homecare service. Your first treatment should arrive within 4 weeks after your doctor sends your prescription.



Your Rights

You have the right to:

- Say no to homecare or stop using it anytime. Talk to your doctor about other ways to get your medicine.
- Contact your doctor or the homecare company if you have questions or concerns.
- Make a complaint if the service doesn't meet your expectations.

Your Responsibilities

To make sure your medicine is safe and arrives on time:

- Let your doctor and homecare company know if your name, address, or phone number changes.
- Go to your appointments and have any tests (like blood tests) your doctor asks for. Missing these could delay your medicine.
- Store your medicine properly. If told to refrigerate it, please do so.
- Be available to arrange delivery with the homecare company.
- You (or someone you choose) must sign for deliveries. Medicines can't be left outside or posted through your door.



What Your Clinical Team Will Do

They will:

- Give you their contact details.
- Share information to help you start homecare.
- Send your prescription paperwork on time.
- Let you know if you need tests or reviews.
- Tell the homecare company if your treatment is paused or stopped.



What the Homecare Company Will Do

They will:

- Send you a welcome pack.
- Teach you how to take your medicine if needed.
- Give you contact details for questions (like delivery times).
- Call you ahead of time to arrange delivery.
- Let the hospital know when your next prescription is due.
- Handle complaints quickly.



Data Sharing

- Your information will only be shared with your permission, using a prescription and consent form.
- Everyone involved follows the Data Protection Act. Your data is kept safe and only stored for as long as needed.

