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This leaflet is available in large print. Arrangements can also be made on request for it to be explained in your preferred language. Please contact the Patient Advice and Liaison Service (PALS) email: [rjah.pals.office@nhs.net](mailto:rjah.pals.office@nhs.net)

## Feedback

Tell us what you think of our patient information leaflet. Please send your comments to the Patient Advice and Liaison Service (PALS) email: [rjah.pals.office@nhs.net](mailto:rjah.pals.office@nhs.net)

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design by Medical Illustration

# Information for patients Homecare Medicines Service



# Pharmacy



Scan the QR code to  
access the **digital version**  
of this leaflet

This leaflet explains how your medicine can be delivered to your home. If you have questions, talk to your hospital team.

## What Is Homecare?

Homecare means your medicine and treatment can be sent to your home (or another place you choose). If you need special equipment or help to take your medicine, the homecare company will give it to you.

## Benefits of homecare

- You get special medicine to help your condition.
- Your prescriptions are ordered for you.
- Medicine is delivered when and where it suits you.
- You don't need to go to the hospital as often.
- It helps hospitals see more patients.

## Things to know

- The homecare company can stop their service anytime.
- Someone must be home to accept the delivery.
- Your hospital might need to change your homecare company.

## Who Delivers Your Medicine?

RJAH only uses trusted homecare companies. They follow strict rules and are checked by official organisations. After they get your first prescription, they'll contact you to arrange delivery. Sometimes the company may change, but you'll be told, and the hospital will help make it smooth.

## Your homecare company will:

- Give you your medicine and any equipment you need.
- Delivers medicine when it suits you.
- Checks your supplies so you don't run out.
- Teaches you how to take your medicine (in person or online).
- Gives you a welcome pack with contact details.
- Makes sure staff have ID and safety checks.
- Uses plain vans for privacy.
- Asks for feedback to improve service.

## Your Hospital Team

Your hospital team includes nurses, doctors, physiotherapists, and pharmacists. They write your prescriptions and tell your GP what medicine you're getting.

## What You Need to Do

To keep things running smoothly, you should:

- Go to your clinic appointments.
- Have blood tests when needed.
- Tell the hospital and homecare company if your phone number or address changes.
- Answer calls to arrange deliveries or training.
- You or another adult must be home to accept medicine.
- Store medicine safely (check the label).
- Let the team into your home for training if needed.
- Use medicine with the shortest expiry date first.
- Ask for extra medicine before holidays.
- Take your medicine as told.
- Tell your doctor if you feel unwell after taking it.

## Your Privacy and Rights

You must sign up and agree to share your medical information with the homecare company. You can stop the service anytime—just talk to your hospital team. Your data is kept safe and only shared when needed. Staff are trained to protect your data. For more info, visit: <https://www.rjah.nhs.uk/patients-visitors/data-protection-and-healthcare-records>

## About Your Medicine

Your hospital uses both the drug name and brand name. The NHS may change your brand. If this happens, we will tell you and try to make it easy.

## If Something Goes Wrong

We check how well the homecare company is doing. If you're unhappy, you can:

- Contact the right team (details below).
- Make a formal complaint if needed.

Each team has its own complaint process. You'll find this in the welcome pack or hospital leaflet.

## Contact Details

**Rheumatology Advice Line:** 01691 404432 (Option 4) Monday–Friday. Use this for advice or questions about your condition or blood tests. Don't use this number to check blood test results.

**Homecare Company:** You'll get a welcome pack with their contact info. Use it for delivery questions, equipment needs, or complaints.