Home delivery of medicines service for patients taking nitisinone (NTBC)

This leaflet explains more about our home delivery of medicines service, which is available to patients who are on stable doses of nitisinone (NTBC). This means that you will not have to wait to have this medicine dispensed in the hospital dispensary or carry it home. If you have any questions or concerns after reading this leaflet, please contact your/your child’s hospital consultant, nursing or hospital pharmacy team.

How does the service work?
The service is an alternative way for you to receive your/your child’s supply of nitisinone. Instead of you getting further supplies from the Evelina Children’s Hospital pharmacy, they will be dispensed and delivered to you at an alternative preferred address. This service is free of charge.

Who can use the service?
You will be eligible for the service if:
- You/your child has been stable on their nitisinone (NTBC) medicine for the last three months
- you are able to receive the delivery of your medicines at an agreed address at a time arranged by the homecare company.

To be eligible for this service you must also have a mobile or landline telephone, and speak English or live with an adult who can speak English.

Your/your child’s routine clinic doctor may ask you to consider this service. You will be given the opportunity to discuss the service with your doctor and with the pharmacy team.

How do I register for the service?
If you are eligible for the home delivery of medicines service, then you will need to see a member of the hospital medical team. They will:
- discuss the scheme with you in more detail
- register you – you will need to provide a delivery address, your contact telephone number(s) and/or email address.
- Ask you to sign a consent form – before you do this please make sure that we have answered all your questions and that you are happy with everything. Your consent is required to authorise the pharmacy team to pass on your/your child’s personal information, including your address and your/your child’s medication records, to the homecare company.
The homecare company will not pass your/your child’s details to any third parties. If you have any further questions about how your/your child’s personal information will be handled, please speak to the pharmacy team or one of the nurses when discussing this service in detail.

The prescription will then be completed by your/your child’s doctor and processed by the pharmacy team, who will check the prescription and forward it on to the homecare company.

**Who provides the service?**

The home delivery service is provided by a homecare company called Healthcare at Home which:

- has considerable experience working with a wide range of patients requiring home delivery of medicines
- provides a reliable, professional service and will maintain patient confidentiality.

Healthcare at Home work closely with the hospital to ensure that you continue to receive services of the highest standard.

**How will my medicines be delivered?**

Once your/your child’s nitisinone prescription has been dispensed by Healthcare at Home, the medicine will be packed securely in plain packaging, to respect individual privacy, and delivered to your chosen address in a temperature-controlled company van. The Healthcare at Home return address will be displayed on the package.

Scheduled van deliveries are made between 8am and 6pm Monday to Friday (the specific day will depend on geographical location).

The delivery will need to be signed for by you, or someone designated by you. However, if you are unavailable to take delivery on the scheduled date, every effort will be made to re-deliver on an alternative date. If this is not possible, Healthcare at Home will use a trusted third party courier to ensure that your/your child’s treatment is not affected.

The deliveries are made by Healthcare at Home drivers who are trained company employees (not agency drivers). They all carry identification cards and drive unmarked vans, and understand the need for discretion and confidentiality.

It is important to note that once you join the scheme, the first delivery by Healthcare at Home may not be for three to four weeks. If necessary, your doctor will give you a prescription to be dispensed at the Evelina pharmacy to ensure the continuation of treatment during this initial period.

**Will my/my child’s routine care be affected?**

Your/your child’s routine care should not be affected and the doctors, nurses, pharmacists and other healthcare staff at the Evelina will continue to be clinically responsible for your/your child’s care.

However, for the service to continue to run smoothly you will need to ensure that you:

- attend hospital appointments as required by Evelina Children’s Hospital, and for any relevant blood tests
- inform Healthcare at Home, in good time, of any changes to your delivery arrangements.
How do I get further supplies of my/my child’s medicines?
Healthcare at Home will contact Evelina Children’s Hospital each time a new prescription is required. This part of the service is designed to reduce the frequency with which you will need to attend the hospital appointments.

Your feedback on this service
We value your opinion and it is important that you inform a member of the pharmacy team or one of the nurses if you experience any problems with the delivery of your medicines. You may also be asked to complete questionnaires so that we can monitor the quality of the service that Healthcare at Home is providing.

Contact us
If you have any queries regarding your delivery, please contact the Healthcare at Home customer services team on 0800 085 0566 (8am – 6pm, Monday to Friday).

If you have any questions regarding the use or side effects of medicines, please contact the Evelina pharmacy team on 020 7188 5049 (9am – 5.30pm, Monday to Friday).

If you have any other questions or concerns, please contact the metabolic nursing team on 020 7188 0855 (Monday to Friday, 9am to 5pm). Out of hours, please contact 020 7188 8848.

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit www.guysandstthomas.nhs.uk/leaflets

Evelina London Medicines Helpline
If you have any questions or concerns about your child’s medicines, please speak to the staff caring for them or contact our helpline.
  t: 020 7188 3003 10am to 5pm, Monday to Friday
  e: letstalkmedicines@gstt.nhs.uk

Patient Advice and Liaison Service (PALS)
To make comments or raise concerns about the Trust’s services, please contact PALS. Ask a member of staff to direct you to the PALS office or:
  t: 020 7188 8801 at St Thomas’  t: 020 7188 8803 at Guy’s  e: pals@gstt.nhs.uk

Language Support Services
If you need an interpreter or information about your care in a different language or format, please get in touch using the following contact details.
  t: 020 7188 8815  fax: 020 7188 5953

NHS Choices
Provides online information and guidance on all aspects of health and healthcare, to help you make choices about your health.
  w: www.nhs.uk