

Alcura Patient Charter



As your appointed homecare provider, Alcura aims to provide excellence in all areas of care we are providing to you, be it nursing services, drug delivery or clinical waste collection.



Alcura[™]
Dedicated to patient care

This patient charter sets out what you can expect from us and likewise what we can ask of you in return to work in partnership to meet your healthcare needs. By working together, we can provide safe and confidential services to patients who have been referred by their specialist clinical team.

What Alcura will do (with your written consent)

- Be polite and respectful to you
- Ensure we have received your written consent before initiation of treatment or services from Alcura. Treat your personal data confidentially and make identity checks each time we contact you or your designated representative
- Deliver medication (once in possession of a valid prescription) to your chosen delivery address on the right date
- Provide clinical and supportive services as requested by your clinical team
- Provide informed staff to respond to your delivery and clinical needs
- Act in your best clinical interests
- Communicate with your clinical team and report concerns to your Clinical Nurse Specialist / Doctor
- Listen to your feedback to strive for continuous service improvements
- Remain dedicated to patient care.

What we expect of you

- To be respectful to our staff
- To answer data protection questions for us to confirm your identity. To be aware that your data will be stored and used by Alcura to deliver safe and confidential homecare services. To inform us of which designated representatives (i.e. carers) we can communicate with on your behalf
- To provide Alcura with accurate personal information and inform us of any changes
- To be at home for your pre-arranged delivery or let us know if you are unable to be home due to a change in circumstances to avoid delivery failures
- To use your Alcura ID number when contacting us and making drug collections
- To report clinical concerns to your Clinical Nurse Specialist (CNS) or specialist doctor as they will maintain clinical responsibility for your treatment at all times
- To be a partner in your care and take responsibility for attending clinic reviews or having blood tests when requested to do so
- As soon as you have received your medications, you will store as directed (either at room temperature, or refrigerated).

For general / delivery enquires please call:

0800 980 0686 or **01604 433 500**

Report incidents or complaints to:

alcuraserviceincidents@alcura-health.co.uk

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