

Patient Care Handbook

Dedicated to clinical homecare



Introduction



Welcome to your homecare delivery service from Alcura. You have been referred by your clinical team to our homecare service and this handbook aims to help you manage the delivery of your medicines.

This handbook provides you with essential information about how the service operates, the standard of care you will receive and what happens next.

Important information about the safe storage of medicines at home and links to resources to help you look after your health are provided; and there are note pages at the end for your own use.

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Dedicated to patient care

We specialise in helping you manage your medical condition at home

- Alcura has been a partner of the NHS since 1994 supporting patients receiving treatment and medication at home.
- We specialise in providing a range of treatment therapies to patients via nursing services and delivery of medication.

Providing support in partnership with your clinic team

- Your NHS medical team and Alcura are committed to ensuring you have the best continuation of care possible.
- As an Alcura patient you now have an extended healthcare team who are here to help and support you.



Alcura has many years' experience caring for patients like you

- Our experienced and knowledgeable Alcura Patient Services Team are fully trained in your therapy area.
- We provide adaptable care options, so even if your needs change we can help you stay in control.

A personalised service

Flexible • Convenient • Discreet

We understand the importance of providing personalised services that adapt to meet your lifestyle needs, and reflect how you prefer to manage your condition.

- You choose your delivery address – your medication can be delivered to your home, place of work or chosen address. If your medication is eligible, you could also collect it from your community pharmacy.
- Your personal information will stay safe. We offer a highly confidential and discreet service.

Help and support when you need it

- You'll continue to see your usual clinical team on a regular basis to monitor progress and manage your treatment regime.
- In addition you'll have access to help and support from the Alcura Patient Services Team.



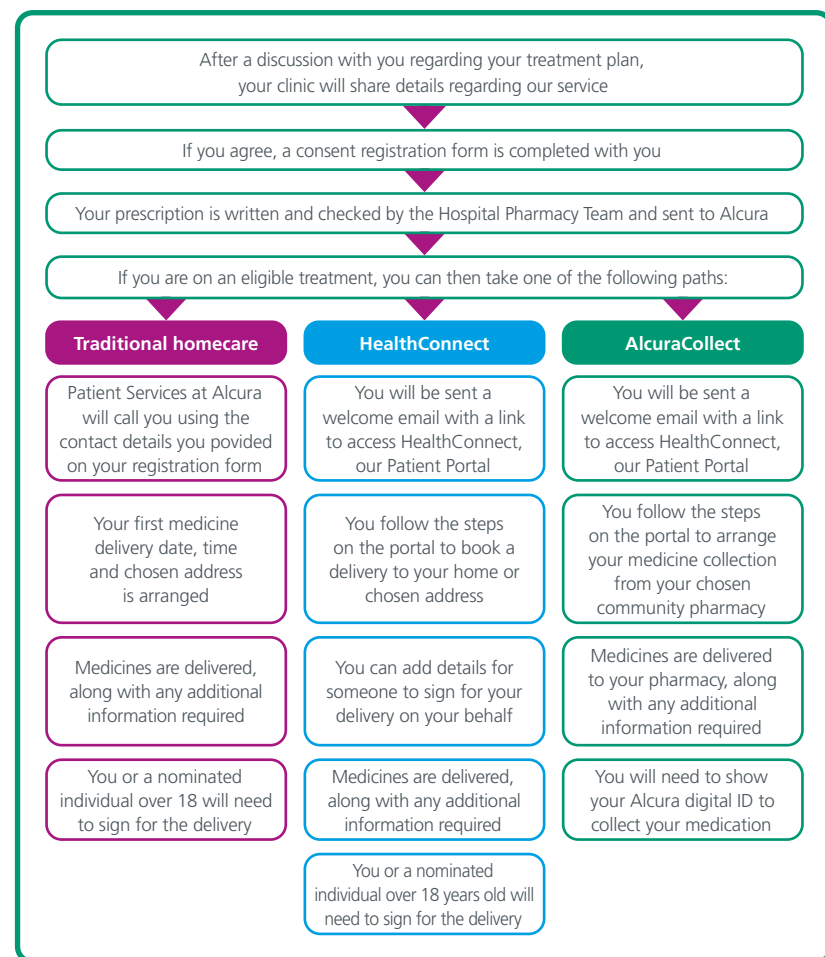
**88% of patients rated our customer service as 'Excellent' or 'Good'.
(Alcura patient survey, 2024)**

Home delivery - what happens next?

The information on this page is best practice and there may be deviations in certain circumstances.

Following your clinic appointment, your consultant will send your prescription to the hospital pharmacy where it will be clinically checked and sent to Alcura.

Once your prescription has been checked, either our Patient Services Team will be in touch, or if eligible, you could book your own delivery/collection via our HealthConnect portal.



Safe and secure delivery of your medication



Home delivery

Your medicines will be dispensed as per your prescription and delivered to your home address (or alternative if provided) on the date agreed with the Patient Services Team or the date selected via the HealthConnect portal. Your medication will be delivered securely in discreet, appropriate packaging. Please ensure you follow the storage instructions provided.

Pharmacy collection

If you are using AlcureCollect your prescription will be delivered safely to your chosen pharmacy and available for you to collect on your chosen date. You will have 7 calendar days from your delivery date to collect your medicine. You'll need to provide your Alcure digital ID to pick up your prescription.

Safety in mind

All our drivers are fully trained and follow strict guidelines in the safe delivery of your medication.

- Always ask the driver to show you their identification card.
- Don't accept parcels if they look like they have been damaged or tampered with.
- On receipt of your delivery, ensure to store your medication as instructed, as soon as possible (see information on page 8 & 9)

91% of patients rated our delivery service as 'Good' to 'Excellent'.

(Alcure patient survey, 2024)

If you have a problem with your delivery or you have received a 'calling' card from us, please call the Alcure Patient Services Team immediately and they will be able to quickly resolve the issue for you.

Looking after your medicines at home

Storing medicines and supplies

- Store medicine where there are minimal temperature changes and low moisture levels, e.g. in your bedroom rather than kitchen or bathroom.
- Keep medicines well out of reach and sight of young children. Put them in a high cupboard, a cupboard fitted with a child-resistant catch, or a lockable cabinet.
- Keep the caps closed on medicine bottles and put all medicines away immediately.
- Keep all medicines in their original containers so it is clear what is in them.
- Don't count out your tablets for the day and then leave them lying around.
- Never throw away unused medication in the bin.
- Do not flush medications down the toilet.
- Take any medications no longer required/out of date to your clinic or local pharmacy to be disposed of safely.
- Ensure you take your oldest medication first.



Special storage advice

For fridge products

Some medication must be stored in a refrigerator. Medicines that require refrigeration will be clearly marked. This can include tablets, creams, ointments, eye drops and injections.

These medicines require storage in a refrigerator, with a temperature range of between 2°C and 8°C.

- Keep medicines away from water drips and possible food contamination.
- Store medicines away from the fridge's internal light.
- Check the temperature of the fridge regularly.
- Clean and defrost your fridge regularly.
- In the event of a power cut or fridge breakdown, please contact either Alcura or the manufacturer of your medication for further information on what to do. (Manufacturer contact details can be found in the patient information leaflet with your medication).
- If you choose to have your medication delivered to an address other than your home (e.g. work), please ensure it is refrigerated on receipt.

If someone takes your medicine by accident, call NHS 111, a doctor or the Alcura Patient Services Team immediately for advice.



We're here to support you in managing your treatment regime

Your specialist clinical team are your primary contact and maintain clinical responsibility for your care. The Alcura team is here to help and support you with the safe delivery of your medication.

During your treatment you may find it useful to note down (alongside any dates and times) anything you wish to discuss with your clinician. For example, if you feel unwell or much better. Please ensure any adverse events i.e. side effects are also reported to the Alcura Patient Services Team. You'll find a handy notes session at the back of this booklet to record this information.

It's very important that you take your medication as directed by your clinician and follow the instructions on dosage and frequency even if you are feeling better.

Why?

- Some medications need to be taken at specific intervals or in a specific sequence to be most effective.
- Your clinical team need to be certain that any changes to your condition are not due to incorrect medication administration.
- Changing the timing of your medication, or stopping your medication all together, may make your condition worse or have a negative impact on your health.
- You may not feel the effects straight away – some medicines can take longer than others to start working fully.



Planning to go away?

Being on medication doesn't have to stop you from travelling – it can go away with you.

Remember, it is important to keep taking your medication even while you are away.

As your medication may need to travel in your hand luggage, there are a few things you need to check before going away.



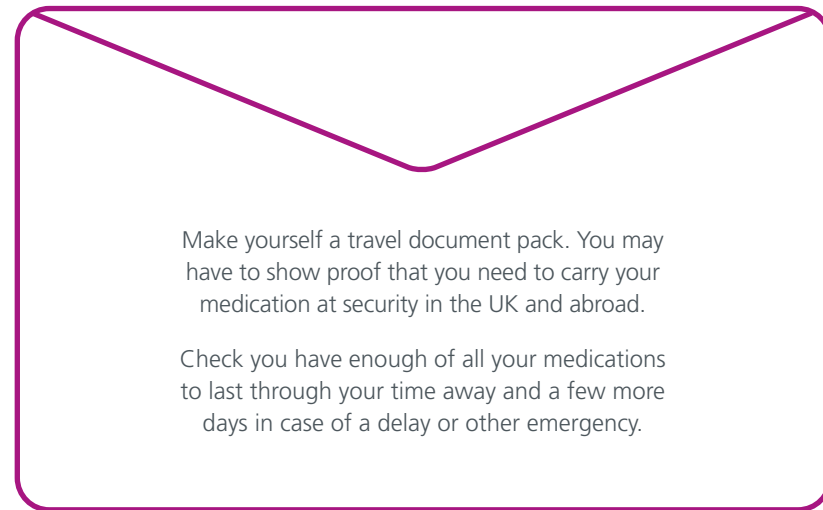
Before travelling

- You may wish to check with your airline or sea carrier about their carry-on policy.
- If your medication needs refrigeration – check to see if your hotel room has a fridge.
- Tell your clinical team so that any extra repeat prescriptions can be arranged and you can get additional advice.
- Ask your clinical team for a copy of your prescription.
- Check if you might need additional prescriptions for other medication while you are away.
- If you require a travel letter to take away with you please contact your patient services team via patientservices@alcura-health.co.uk

If you are going away and need your delivery earlier than usual please contact the Alcura Patient Services Team as far in advance of your travel date as possible.

Call 01604 433 500 or 0800 9800 686.

Getting ready to travel



Travelling with refrigerated medication

Medication needs to be kept within the appropriate temperature requirements while travelling, even on long car journeys.

- 1 Check with your airline or sea carrier about the refrigerated storage policy.
- 2 Contact the manufacturer for specific advice on how to store your medicine safely whilst travelling.
- 3 Transfer your medication into a fridge at your destination as soon as possible.

If you are worried about travelling with your medication please give your clinical team a call for further advice.

Places to find advice

There are numerous places that you can find information, not only about your condition, but also about staying healthy. GP surgeries, hospitals and chemists will all have leaflets, and there are plenty of health websites, Facebook pages and Twitter sites that will offer advice, tips and guides.

A few websites you may find useful include*:

www.nhs.uk

www.nhs.uk/change4life

www.patient.info

www.mentalhealth.org.uk/help-information

www.nhs.uk/Livewell/fitness

** Please note that we do not take responsibility for the accuracy of information presented in any of these websites.*

We welcome your feedback

Trustpilot Rating:



*Trustpilot score as of June 2024

Frequently asked questions

DELIVERIES

Do I need to have my medication delivered to my home address?

No, you can choose where to have your medicines delivered, this could be your home, work or another address.

Can I collect my medication from my local pharmacy?

If eligible, you can arrange to collect your medication from your chosen community pharmacy via the AlcuraCollect function on our HealthConnect patient portal.

What time will my delivery arrive?

The date of the delivery will be confirmed with you when we arrange. You will receive a text message the evening before stating the 2 hour delivery window your medication will arrive.

What happens if the courier tries to deliver and I'm not available?

Our courier will leave a card to say we have tried to deliver and will attempt a second delivery on the same day. If this is not possible your delivery will be returned to Alcura. It is important to ensure you are in for the delivery.

Do I have to sign for the delivery?

Yes, you or a nominated person over the age of 18 years old will need to sign for the delivery.

Can my partner / friend sign for the delivery?

Yes, provided that you have agreed to this. Please mention to the Patient Services Team that you would like a named person to sign for your delivery.

Can my medication be left at the door or behind my gate?

No – due to the medical nature of your delivery we need to ensure safe delivery to you.

What happens if I need to go into hospital?

Alcura will be notified and we will stop deliveries until you are home again.

Frequently asked questions

LOOKING AFTER YOUR HEALTH

I have developed a cold/ infection – can I still take my medication?

This will depend on your medication. If in doubt, contact your clinician and they can advise you. In some circumstances, it is important for your clinician to be aware that you may have developed a cold/infection. If you are uncertain, you should contact them.

What happens if my prescription changes?

Alcura will be notified and your prescription order will be updated.

Who should I call if I'm feeling ill?

Contact your clinic team as they are managing your condition and will know your full history.

Can I take alcohol with my medication?

This will depend upon your medication and condition. Check the patient leaflet which comes with your medication or discuss this matter with your clinician.

What should I do if I run out of my medication?

Please contact the Alcura Patient Services Team as soon as possible, we will contact your clinical team to request an urgent prescription. We will then arrange delivery to you.

Frequently asked questions

STORAGE & DISPOSALS

How do I store my medication?

In the first instance please follow the instruction provided with your medication, further information is provided in this booklet.

How do I dispose of out of date or no longer required medicines?

Take any medication that is expired or no longer required to your clinic or local pharmacy to be disposed of safely.

TRAVELLING & MEDICATION

I am going on holiday abroad – how do I get more medication?

Your clinical team will be able to provide you with an additional prescription where required. As it takes time to organise your additional prescription and delivery, please ensure you give us and your clinical team **at least 3-4 weeks' notice**.

Is there any guidance on travelling with my medication?

This booklet contains information concerning this, please see pages 11–12.

If you have further questions, please contact the Patient Services Team on 01604 433 500 or 0800 9800 686 or email patientservices@alcura-health.co.uk

Feedback and complaints

We take great care in service we provide to our patients, however if you are not happy with any aspect of the service, in the first instance please contact our Patient Services team, alternatively please contact our customer experience team or visit our website and use the Patient Contact Form.

You can also make a complaint in writing to

**Alcura
Customer Experience Team
Caswell Road
Brackmills Industrial Estate
Northampton
NN4 7PU**

If you are still not satisfied with our response provided on the initial investigation, then please do not hesitate to request a further investigation.

If you are still not satisfied with the responses and the results of the investigation you can raise your concerns with the following organisations

England and Wales
www.ombudsman.org.uk
Telephone 0345 015 4033

Scotland
www.spsa.org.uk
Telephone 0800 377 7330

Northern Ireland
www.nidirect.gov.uk/contacts/northernireland-public-services-ombudsman

Notes

Contacting Alcura



www.alcura-health.co.uk

Please contact the Alcura Patient Services Team on the numbers shown below.
They will aim to resolve any issues you might have.

During office opening hours:

Monday to Friday: 8:00am to 6:30pm
Saturday: 9:00am to 1:00pm

Call **01604 433 500** or **0800 9800 686**

Should you require urgent clinical advice outside of our normal office opening hours, please call one of the above numbers where you will be directed to Alcura's on-call nurse.

Alternatively, you can email us with questions at:
customerexperience@alcura-health.co.uk

In case of emergency

If you need immediate medical assistance you should contact your clinic/ emergency services of your hospital, or call 999.

Clinic telephone number: _____

Hospital emergency service number: _____

