

## Who should I contact?

You should contact the **homecare provider** if:

- The delivery has not come when it was supposed to.
- You would like to change the agreed delivery date or time.
- You are running low on medication and have not been contacted by the homecare provider to arrange a delivery.
- You have any other query around the delivery of your medication.
- You would like to make a complaint.

You should contact the **medical team** if:

- You feel your condition is getting worse.
- You feel generally unwell.
- You want to discuss your condition and/or your treatment.

You should contact your **pharmacy homecare specialist** if:

- You are unable to get through to your homecare provider to arrange a delivery.
- You have remaining concerns following discussion with your homecare provider.
- You would like to make a formal complaint about your homecare medicines service.
- You experience an unexpected side effect.
- You would like to discuss details of your medication.

## Patient Information

## Immunosuppression

## Homecare Medicines Services

## Pharmacy Department

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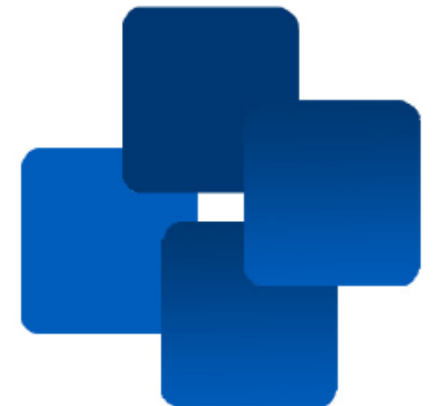
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You can request this information in a different format or another language.

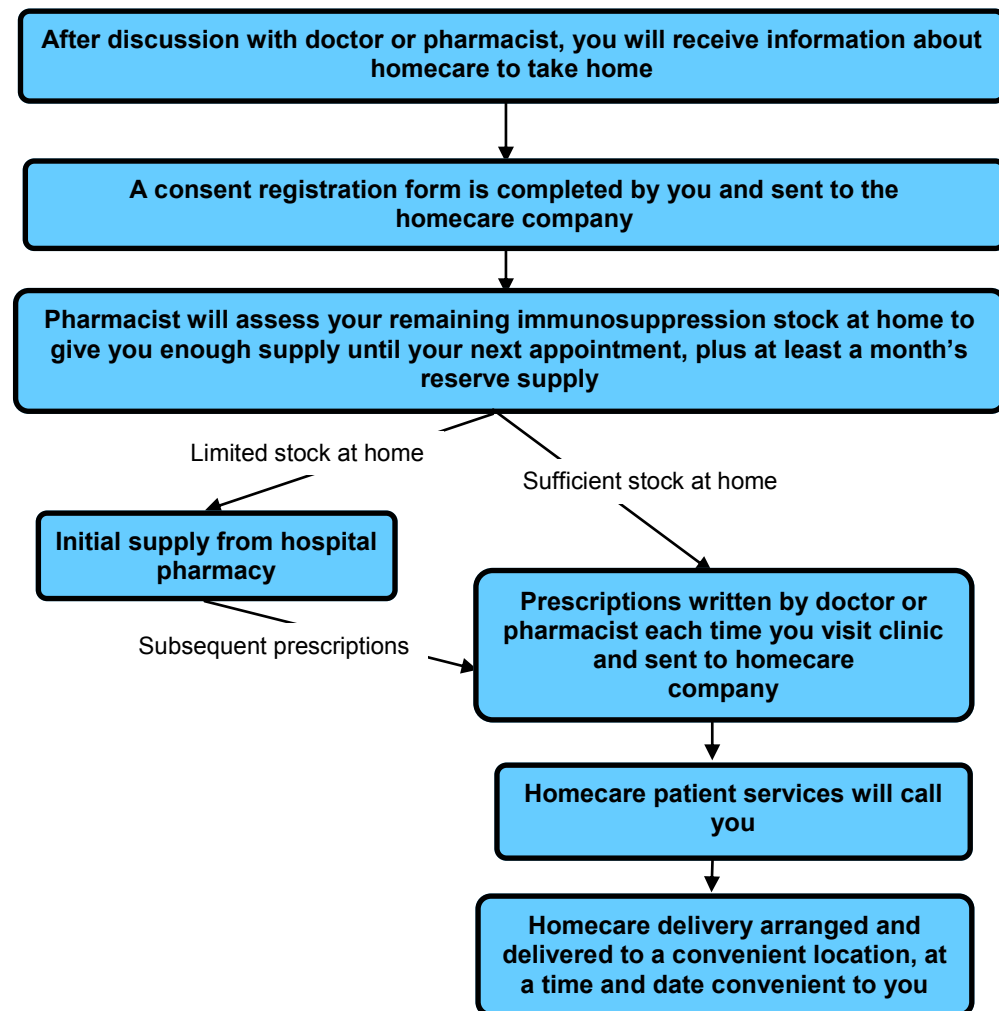


## Introduction

This leaflet is designed to be read alongside the “**General Patient Information on Homecare Medicines Service**” leaflet you have been given. It provides you with more detailed information specific to the homecare medicines service available for your prescribed medicine or treatment.

## Who will provide my medicines?

Your medication will be provided by Alcura™ or HealthNet Homecare.



## What to do if you have a problem

Your homecare provider will give you the contact telephone number and out of hours contact information for their customer services department or, in some cases, a named care co-ordinator in their information leaflet that is sent alongside your first delivery.

Contact information for the hospital has been listed below:

Specialist	Designation	Contact details
<b>For queries in office hours:</b>		
Gemma Davies 9am - 5:15pm Monday, Wednesday, Thursday	Renal Pharmacists	01438 284677 or 01438 314333 - bleep 0931 <b>or e-mail:</b> Renalpharmacists.enh-tr@nhs.net
Clare Morlidge 9am - 5:15pm Tuesday, Wednesday, Friday		
Pharmacy Homecare Team	Homecare Pharmacy Technician	01438 285729
Nephrology secretaries to:		
Prof. K Farrington Dr E Vilar Dr P Warwicker	Consultant Nephrologists	01438 284230
Dr B Thompson Dr R Greenwood Dr A Findlay		01438 284309
Dr S Chandna Dr P Jeevaratnam		01438 284597
Dr S Mathavakkannan Dr C Lawrence Dr S Fluck		01438 284362
<b>For queries outside of office hours:</b>		
Pharmacy (Saturday) Opening hours 9am - 3pm		01438 285321 or 01438 285510
Renal ward 6B, Lister Hospital		01438 285063 / 284068