



Pearl Chemist Group



HEMOCARE



Pearl Chemist Group Homecare

📍 134-138 Mitcham Road, London SW17 9NH

☎ 0208 049 6655

Welcome to

Pearl Chemist Homecare

The Pearl Chemist Homecare team would like to offer you a warm welcome to our homecare delivery service.

Our aim is to make the process of receiving treatment for your long term condition as simple as possible so you can focus on what makes you happy.

This booklet contains a description of our service and other helpful information such as how to schedule deliveries and how to raise a complaint.

If you would like to receive this information in another format or if you have any questions about the service, please contact our customer service team who will be happy to help. You can find their contact details on the back of this booklet.



What is “Homecare”?

“A homecare medicine delivery service can be described as being a service that delivers ongoing medicine supplies and, where necessary, associated care, initiated by the hospital prescriber, direct to the patient’s home with their consent.

The purpose of the homecare medicines service is to improve patient care and choice of their clinical treatment”.

*Professional Standards for Homecare Services in England,
September 2013*



How does homecare work?

Once you and your healthcare provider have decided that you would like to receive your treatment via our homecare delivery service, they will send us a registration form and your first prescription.

When we receive your registration and prescription forms, we will check them to ensure they are complete and legally valid.

Our pharmacy team will prepare your medicines and a member of our customer service team will contact you to schedule your delivery. If this is your first contact with us, we will also confirm your details and discuss your requirements.

If you have given us permission to contact you by text, we will send you a text message to confirm your 2-hour delivery slot on the day before your delivery. We will also send you a reminder on the morning of the delivery.

On the day of the delivery, our driver will arrive in an unmarked vehicle. The driver will confirm the receiver's identity and if they are on the pre-approved list, they will hand over the package and ask the receiver to sign for it. The driver will also let the receiver know if your package needs to be stored in the fridge.

If a new prescription is required for your next delivery, Pearl Chemist Homecare will request it from your healthcare provider.

We will contact you again about four weeks before you run out of medication to schedule a new delivery with you.

Privacy Notice

Pearl Chemist Homecare take your privacy very seriously and take all necessary steps to ensure that your data is safe with us. All our staff and partners fully understand their legal and contractual obligation to keep your information safe and receive regular information governance training to remain up to date with the GDPR principles.

To view our full privacy policy, please, visit <https://pearlchemisthomecare.co.uk/> or contact our customer service team to request a printed copy.

If you have any concerns about our use of your personal information or would like to exercise any of your rights under GDPR, please contact our customer service team.

Alternatively, you can write to us or contact our Data Protection Officer directly on dpo@pearlchemistgroup.co.uk

If you are unhappy with how we have used your data, you can also complain to the ICO.

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

<https://www.ico.org.uk>

0303 123 1113



The team that will be involved in the provision of your care consists of:

Pharmacists

They are responsible for making sure your prescriptions are complete and valid and that your medicines are safe for you. They are also involved in checking that your medicines have been prepared according to your prescriber's instructions and contain no errors.

Customer Service Assistants

Our Customer Service Assistants are your point of contact with us. They are here to answer your questions, schedule your deliveries and ensure you experience a seamless service.

Pharmacy Technicians

They are involved in preparing your medicines and can also check that the medicines that have been prepared for you contain no errors.

Delivery Personnel

They are the ones making sure your medicines arrive to you on time. They can also collect medical waste such as sharps bins if it is part of the service agreed with your healthcare provider.

Pharmacy Assistants

Our pharmacy assistants prepare your medicines according to your prescriber's instructions

Nurses

Our nurses visit you at home and administer your medicines according to your prescriber's instructions; this is usually for medicines that you need to inject. If appropriate, they may also train you on how to self-administer your medication. Don't worry; our nurses will be there to support you until you feel confident to self-inject.

Arranging a Delivery or Nurse Visit

Your healthcare provider will let us know how often we need to deliver medicines to you.

You can select to receive deliveries at your home address, at work, to a relative's or neighbour's home, or you can choose to collect from one of our branches.

During every scheduling call, we will check the amount of stock you have left, and confirm the delivery address and the names of the people you are happy to receive deliveries on your behalf (they must be over 18).

If you have a delivery or nurse visit scheduled with us that you know you will not be available for, please call our customer service team. We can then reschedule to a more convenient time for you or deliver to an alternative location.

We will contact you approximately four weeks before you run out of medication to schedule your next delivery; this is to ensure that you are never left without medication.

If you receive nurse visits from us, the nurse visiting you will also deliver your medicines to minimise the time you must wait for deliveries.

We will agree on a date and approximate time that is convenient for you to receive your delivery or nurse visit.

In the unlikely event that you have two weeks' worth of medication or less or you need to schedule a nurse visit and you have still not heard from us, please, give us a call on 020 8049 6655.

Travel Service

Whether you are travelling for business or pleasure, Pearl Chemist Homecare can support you by:

- Offering delivery to any UK mainland destination, including ports and airports.
- Providing you with cool boxes for safe transport of your medication (subject to approval by your healthcare provider)
- Providing you with airline travel letters translated into your required language.

To ensure we have enough time to make arrangements for your travel, we request that you let us know as soon as possible or at least four weeks before your departure date.





Who to contact if...

If you would like to:

- Find out when your delivery is due
- Schedule or make changes to a delivery or nurse visit
- Tell us that your delivery hasn't arrived
- Make changes to your details
- Let us know that there has been a change to your treatment
- Authorise additional delivery addresses
- Nominate someone to receive deliveries on your behalf
- Request a travel letter
- Request a leaflet in an alternative format
- Ask a question about the storage of your medication
- Report an adverse event or equipment failure
- Make a complaint or give us feedback
- Request a copy of our privacy policy

Please get in touch with our customer service team

If you have any questions about your treatment, you will need to contact your healthcare provider as we are unable to advise.

If you need urgent medical help or advice outside of opening hours and it is not a life-threatening situation, please call 111.

Complaints, Compliments, and Suggestions – let us know

At Pearl Chemist Homecare, we strive to provide an efficient and reliable service that allows you to receive quality care with minimal disruption to your day-to-day life. There is no better way of knowing if we are achieving this than by hearing from you.

If the service we have provided has exceeded your expectations, we would love to hear about it!

It's always nice to receive a compliment but we also want to know when we get things wrong. If you feel that our service has not been up to the standard you expect or if you would like to make a suggestion, please get in touch with our customer service team.

If you wish to raise a formal complaint about any aspect of the service that you have received from us, you can do so by contacting our customer service team or by writing to us at:

Pearl Chemist Homecare
134-138 Mitcham Road
Tooting
SW17 9NH

If you require a written response, we will write to you within three working days to let you know we have received your complaint. We will also inform your Trust that you have raised a complaint as they use this information to assess the quality of our service.

Our team will investigate your complaint and provide you with a written response within twenty-eight working days explaining the root cause and any measures taken to prevent this from happening again. We will also send a copy of our response to your referring Trust.

If you are not happy with our response, please let us know.

If you still feel that our response is unsatisfactory and would like to escalate your concerns, you can do so by contacting the Health Service Ombudsman

www.ombudsman.org.uk

0345 015 40337

Useful contacts

Customer service team

- ☎ 0208 049 6655
- ☎ 0800 099 6005 (Freephone)
- ☎ 0800 099 6153 (Freephone)
- ✉ homecare@pearlchemistgroup.co.uk

Opening Hours

Monday	08:00 - 18:00
Tuesday	08:00 - 18:00
Wednesday	08:00 - 18:00
Thursday	08:00 - 18:00
Friday	08:00 - 18:00
Saturday	08:00 - 12:00
Sunday	Closed
Bank Holidays	Closed

If you need to contact us outside of these opening hours regarding an urgent query that cannot wait until the next working day, please call our emergency line ☎ 0208 159 3199

In a medical or mental health emergency where someone is seriously ill or injured and their life is at risk **call 999 immediately.**



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