



Welcome to your Medication Home Delivery Service.

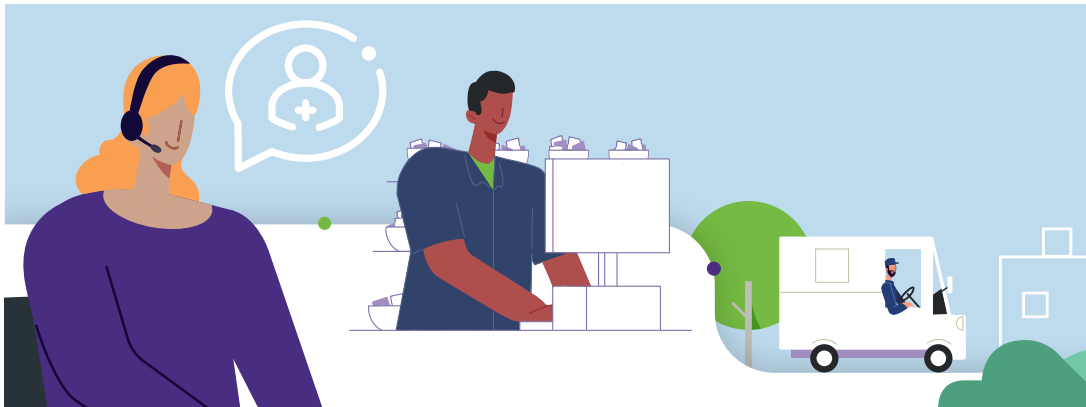
Hello.

Welcome to your medication delivery service.

Now that you're registered with Sciensus, you'll soon start receiving your medication straight to your door.

In this booklet you'll find everything you need to know about this service and how it works. We recommend keeping it safe, so you can refer back to it at any time. However, you can also find it on our website if needed: sciensus.com

If you have any questions that aren't answered in this booklet, or if you'd like to talk to us in a different language, you can contact our Patient Services Team or our Pharmacy department by live chat, email or phone. You'll find all the useful contact details in the back of this booklet.



About us

At Sciensus, we're proud to be a leading healthcare provider. Established in 1992, we've worked in partnership with the NHS, private medical providers and pharmaceutical companies to bring patients the life-changing treatment they need, in the comfort and convenience of their own homes.

Today we're delivering complex clinical care and medication services to over 200,000 diverse patients across the UK and Europe. Equality, diversity and inclusion is embedded within our values, processes and behaviours, therefore fair treatment and inclusion is at the heart of the service we deliver to meet the needs of our diverse patients. Together, we're dedicated to helping each and every patient make the most of their medicine, wherever they are.

Wherever patients are on their healthcare journey, we're right by their side.



How our delivery service works



What happens now?

During your welcome call you will have chosen your delivery dates and agreed whether it will be you or someone you nominate who will accept your deliveries when they arrive. We prefer you nominate additional named people who can sign for your delivery, just in case you're not in. To protect your confidentiality, we are unable to leave your delivery with someone you've not nominated.

Once your delivery date is confirmed, we'll deliver your medication and any supplies (sometimes referred to as ancillaries) you may need (such as sharps bins etc), at the right time, to the right place, within the correct storage requirements.

What happens if I'm not in when the delivery arrives?

If you're not going to be home to receive your delivery, it is vital you let us know as soon as possible, via live chat or phone.

To make sure you receive your delivery and to prevent any disruption to your treatment, we can deliver your medication to a named individual instead – a person (or persons) you have nominated to accept the delivery on your behalf. If you haven't already provided an alternative name and/or delivery address, please contact our friendly Patient Services Team to set this up.

We're committed to delivering on time and avoiding any interruption to your medication cycle, so we appreciate your support in helping make this happen.

If we attempt to make a delivery when you're not in and we don't have an alternative address, our driver will leave a card asking you to contact us as soon as possible to reschedule your delivery.



What about my future deliveries?

Our Patient Services Team will call you before your next scheduled delivery date. During this call we'll ask you to confirm how much medication you have and whether you need more. It's also your opportunity to update any telephone numbers or address details that have changed, and nominate someone new to receive your delivery on your behalf.



Tip

Making an accurate stock check before each delivery is something we have agreed with your referring centre. It's important you provide us with this information when we call. Ideally you should give us the number of days or weeks of stock you have left. If you don't have that information, just let us know what you have, and we'll calculate it for you.

Who will deliver my medication?

Your deliveries will be made by our trained drivers, who carry identification and drive unmarked vehicles. These vehicles have refrigeration units to make sure your medication is transported at the right temperature. If the driver is going to be delayed by more than two hours, you'll be contacted with a revised estimate of your delivery time.

The driver will introduce themselves and confirm your details. They'll advise they're from "your regular delivery company" and ask you to confirm your name. The delivery boxes or packaging will describe how the product should be stored (e.g. fridge or room temperature). If you store your medication incorrectly or if you're unsure, please contact us using the details at the back of this booklet and a member of our Pharmacy Team will give you further guidance.

Some of our deliveries may require a PIN code but we'll tell you if you need one.

Making changes to your delivery



Can I nominate someone else to receive my medication delivery?

Yes. We have your main delivery address securely stored on our system, but we can deliver to any UK address providing we have your consent. For example, if you prefer, we can deliver your medication to a work address, a relative or neighbour. You'll just need to let us know as soon as possible because we can't leave your delivery with someone else without this information and your consent.

I have special requirements; can I provide you with delivery instructions?

Yes. We'll make a note of your delivery instructions on your account to help our drivers and make sure your medication arrives safely every time. These instructions will be used for every delivery and may include neighbours, work address and named individuals who can accept the delivery on your behalf. You can amend or update these instructions at any time by contacting our Patient Services Team.



Tip

We recommend you make sure any person you have nominated to accept deliveries on your behalf understands how to keep your medications safe and secure. For example, keeping the medication at the right temperature and/or storage conditions.



How do I change my contact details?

Please let us know as soon as possible if you move to a new address or change any of your contact details such as your email address. That way we can keep your records up to date and can contact you to arrange your scheduled delivery. You can update your details at any time by contacting our Patient Services Team through live chat, email or phone.

I'm going away; can I reschedule my delivery?

Yes. If you're going to be away for any of your scheduled delivery days just contact our Patient Services Team. They'll make sure your delivery is rescheduled to a more suitable date.

What should I do if I have a question about my delivery?

If you have any queries about your deliveries, the disposal of your clinical waste or obtaining your supplies or ancillaries, you can contact our Patient Services Team through live chat (which is the quickest way), by email or on the telephone.

Your medication



What do I need to know about the delivery boxes containing my medication?

Your delivery may include one or more packages containing your medication. Each package will have a sticker or label telling you how your medicines should be stored. Some medications should be stored at room temperature while others will need to be stored in the fridge. It's important you follow these instructions and store your medication at the required temperature as soon as possible. Further specific storage information for your treatment can also be found in the product information leaflet inside the medication box.



How do I store my medication?

Just follow these simple steps to store your medication safely:

- If your product is for fridge storage, store within a fridge in the home, not an outhouse or garage; this will help reduce the risk of the medication going outside of intended storage conditions
- Set your fridge to maintain a temperature of 2–8 degrees Celsius
- Store your medication on the middle shelf of the fridge avoiding contact with the back and sides to reduce the risk of freezing the medication
- If using your own fridge, please protect your medicines from food spills – for example, by storing your medication inside a clean and dry plastic container
- Please rotate your medication or ancillary stock to make sure you use the products with the earliest expiry date first
- It is important to ensure your medication and ancillaries are always kept out of the reach and sight of children and vulnerable adults

Room temperature products

- Store in a cool, dry, safe place. Ensure they are always kept out of the reach and sight of children and vulnerable adults.

Tip

If you prefer, our delivery drivers can unpack the goods, complete a stock rotation and make sure your medication is stored safely for you.

What if my medication is not stored at the right temperature or the fridge fails?

If at any point your medication is stored outside of the recommended storage temperature, then please contact our Patient Services Team. They will then pass your call to our Pharmacy Team.

What should I do if my medication is out of date?

Please make sure you don't use your medication beyond the expiry date shown on the packaging. If you have medication that is out of date please contact us or take it to your local pharmacy who will be able to dispose of it safely for you.

How should I safely dispose of used needles, syringes or pen devices?

You can safely dispose of all your used needles, syringes and pen devices in your sharps bin. Make sure you order your new sharps bin before the full line is reached. You'll need to shut and seal it fully yourself to prevent any injury or risk to yourself or others. You should then sign and date it and give it to your delivery driver who will dispose of it safely for you.



Tip

It's important the sharps bin is fully closed and sealed before handing it to your delivery driver otherwise they won't be able to take it.

What should I do if I suspect my medication is faulty?

In the event that you experience any difficulty when administering your medication, or problems with injection devices, please call our Pharmacy Team immediately on **01283 501 390** who will discuss the issue and advise you on the next course of action.

It is important that you let us know of any problems you are having straight away because it may be possible for us to talk you through how to reset your device and administer a successful injection.

What happens if my dose changes?

If your referring centre has told you your medication dose is changing, then please let us know so we can request a new prescription for you. We'll then contact you to arrange a new delivery. You'll get a "notification of dose change" card in your delivery. Please follow the instructions on this card. If you weren't expecting a dose change, please contact our Patient Services Team who will confirm with Pharmacy.

My referring centre has changed my medicines; do I need to do anything?

If, for any reason, your referring centre decides to temporarily pause your treatment, change your dose or stop your treatment, please let us know as soon as possible. This is so we can change or cancel your scheduled medication delivery.

Why is it so important that I stay on my medication?

Taking your medication as prescribed ensures that the best possible outcomes are achieved, allowing you to take control of your condition by reducing flare-ups and improving your quality of life. Persistently taking your medication will also allow you to get the best possible value out of each medicine, particularly in conditions where there are a limited range of treatments.



Tip

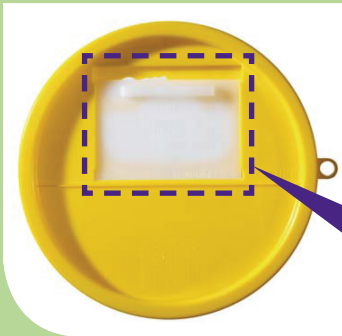
It's important you take your medication as prescribed. If you're not taking as prescribed, please let your referring centre know immediately.

Sharps bin door positions



Door open position

The door in the lid is fully open allowing for disposal of sharps into the container.

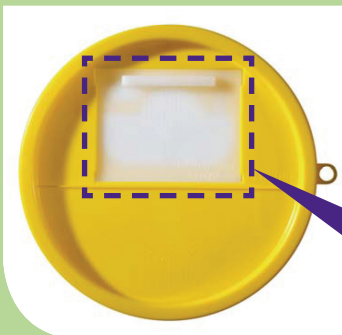


Temporary closure position

The door in the lid has been pulled across to the temporary closure position. Accidental access to the contents is reduced. The lid can still be opened allowing for further use.

'Temporary Closure'

Moulded within lid



Permanent closure position

The door in the lid is closed and locked firmly by pushing right across and clicking shut. The lid cannot be opened again and the sharps container can no longer be used.

'Permanent Closure'

Moulded within lid

Tracking your deliveries



There are two easy ways to keep track of all your deliveries:

1 Our online delivery tracker

You can access the Sciensus delivery tracker on our website at www.sciensus.com/eta

Your estimated time of arrival (ETA) should be available from around 7pm on the day before your scheduled delivery. Please note, an ETA is only available for deliveries being made by our drivers – not for Royal Mail or special deliveries from other couriers.



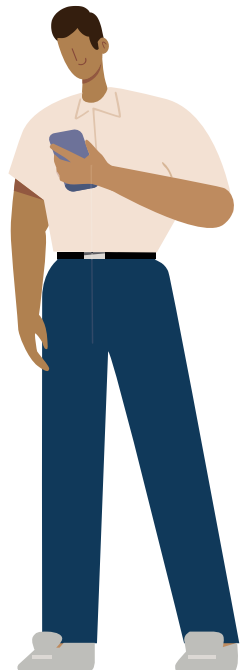
2 Join our free text reminder service

You're invited to join our free text reminder service, which sends delivery reminders to your mobile phone. If you have not already requested this during your welcome call, our Patient Services Team can set it up for you anytime.

If you opt in, your mobile number will be passed to a third-party messaging service. Your mobile number will be stored securely and will only be used for the delivery reminder service.

The benefits

- Never forget or miss a delivery
- Never run out of medication and supplies
- Easily change your delivery date or time by text message
- Always get deliveries at times convenient to you



How does it work?

The day before your delivery, you'll receive an SMS text message to the mobile phone number you gave us.

The message will say:

"Your Sciensus delivery is coming tomorrow. If you are unable to accept it please reply NO to this message."

If you reply "NO" to the message, we'll contact you to rearrange the delivery.

On the day of your delivery, you will receive further SMS text messages when a driver is nearby. Please note, if you contact us to cancel your delivery on the day before the delivery is due, you may still receive the delivery reminder text.

Can I opt out of the text reminder service?

You can stop the delivery reminder service at any time by calling our Patient Services Team. It can take up to two days to process your request, so you might receive one last message from us if a delivery is due. You can opt back in at any time.

What we expect from you




Here are some of the things we expect from you during your treatment and care. Please...

- 1 Talk to our team about your recovery and follow the medical advice that you're given. If there's anything you don't understand, please tell us so we can explain it to you.
- 2 Provide accurate and complete health information about past illnesses, hospital treatment, current medications, allergies, and any changes that occur in your condition.
- 3 Let us know about any outpatient appointments or any other commitments that will mean you will not be in when we visit you.
- 4 Look after any equipment that might be given to you as part of your care.
- 5 Keep your medicines safe and secure at all times and store as directed.
- 6 If you have any immediate feedback (positive or negative) please refer to the 'leaving feedback' section on the next page.
- 7 Always be respectful to our staff members. You can always expect our staff to treat you with respect and dignity therefore we respectfully ask you that you treat our staff with respect and dignity. We do not tolerate discrimination, racism, threats, or abusive behaviour towards our staff. If you or any person in your household is abusive or violent towards any member of staff, we retain the right to stop providing care.

How to request a copy of the information we hold on you

If you would like to see a copy of the information
Sciensus holds about you, please write to:



Subject Access Request
Sciensus
107 Station Street
Burton on Trent
Staffordshire
DE14 1SZ

For advice on requesting information or if you're not
satisfied with the response from Sciensus, you may
contact the Information Commissioner's Office:

Phone: 0303 123 1113
Website: ico.org.uk

The Sciensus Team



- 1 We're made up of nurses, physiotherapists, occupational therapists and healthcare support workers.
- 2 We work closely together as an integrated multidisciplinary team to provide you with the best possible care.
- 3 We'll work alongside your consultant, GP and other people involved in your care to provide a seamless and appropriate service.
- 4 The team have a broad range of skills and experience in care and rehabilitation to support you during your treatment.

Leaving feedback



We welcome your views on our services. If you have been impressed by the care that you or someone you know has received, please let us know.

It is important that we know when we are getting things right. We welcome comments on how we might improve our services. If you have a comment, compliment, suggestion or concern, or would like to learn more about our services, you can let our Patient Services Team know.

If you wish to provide any formal feedback or raise a formal complaint, you can contact the Patient Advocacy Team by using the following channels:

Sciensus
Patient Advocacy Team
107 Station Street
Burton on Trent
Staffordshire
DE14 1SZ

email: patientadvocacy@sciensus.com

Use live chat:

Visit **[sciensus.com](https://www.sciensus.com)** and click on the chat icon at the bottom of our webpage. Live chat is available:

Monday to Friday: 8:00am–8:00pm
Weekends and bank holidays:
8:00am–4:30pm

In the event of any complaint response from us not meeting your expectations, we would ask that in the first instance you contact the Patient Advocacy Team for further investigation. However, should you require further assistance, the following bodies may assist:

For complaints in England and Wales contact:

Health Service Ombudsman

email: www.ombudsman.org.uk/making-complaint

Phone: **0345 015 4033**

For complaints in Scotland contact:

Care Inspectorate

Compass House

11 Riverside Drive

Dundee DD1 4NY

Phone: **01382 207 100** or **0345 600 9527**

email: enquires@careinspectorate.com

For complaints in Northern Ireland contact:

The Regulation & Quality Improvement Authority

9th Floor Riverside Tower

5 Lanyon Place

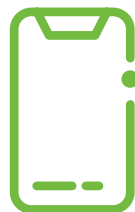
Belfast BT1 3BT

Phone: **02890 517 500**

email: info@rqia.org.uk



Useful contacts



Do you have any questions or concerns about your medicines and/or ancillaries?

We have an on-site team of pharmacists who are available to handle any queries and advise you on what to do. It's important you let us know about any problems you're having straight away so we can sort them out for you as quickly as possible. All queries about your treatment should be directed to your clinical support team at your referring centre.

Please note:

- If you have a problem over a weekend or bank holiday, please put the medicine back into the fridge and call our Patient Services Team
- Please do not place any medication in your sharps bin
- Please do not hand medication back to your delivery driver

Tip

Our healthy living page can be accessed through our website. It's packed full of advice, tips and tools to help you make the best choices about your health and wellbeing: sciensus.com/healthyliving

Any other questions?

For all other questions or enquires, or if you have any queries regarding your deliveries, the disposal of your clinical waste or the supply of your stores items, you can contact our Patient Services Team.

Patient Services Team

Phone: **0333 103 9499**

Monday to Friday: 8:00am–8:00pm

Weekends and bank holidays:

8:00am–4:30pm

email: **generalenquiries@sciensus.com**

Use live chat: Visit **sciensus.com** and

click on the chat icon at the bottom of our webpage. Live chat is available:

Monday to Friday: 8:00am–8:00pm

Weekends and bank holidays: 8:00am–4:30pm

Pharmacy department

Phone: **01283 501 390** Monday to Friday: 8:00am–6:00pm

Our pharmacies dispense NHS prescriptions and their details are:

Sciensus

Fifth Avenue

Centrum 100

Burton on Trent

Staffordshire

DE14 2WS

General Pharmaceutical Council

Registration: 1084907

Sciensus

Plot 7, Junction Close

Green Lane Industrial Park

Featherstone

Pontefract

West Yorkshire

WF7 6TA

General Pharmaceutical Council

Registration: 109233

Other medical enquiries

If you urgently need medical help or advice outside of opening hours, and it's not a life-threatening situation, contact NHS 111, by calling **111**.

Information can also be accessed at **www.nhs.uk**



NHS contact information

NHS England

Website: <https://www.england.nhs.uk/contact-us/>

Address: NHS England
PO Box 16738
Redditch
B97 9PT

email: england.contactus@nhs.net

NHS Scotland

Website: <https://www.scot.nhs.uk/contact-us/>

NHS Wales

Website: <https://www.wales.nhs.uk/ourservices/contactus>

HSC Northern Ireland

Website: <http://online.hscni.net/contact-us/>

Privacy information

Sciensus is a leading provider of clinical care out-of-hospital and we will always keep your personal information safe and secure. Everyone working for Sciensus has a legal and contractual duty to maintain the confidentiality of your personal information. Accordingly, all our staff are trained on handling information securely and you can be assured your information will be stored, managed and used with the greatest of care. You may view our full privacy policy on our website or if you would like a printed copy please contact our Information Governance and Security Team either by email at infogov@sciensus.com or by phone at **0800 917 4980**.

Withdrawing from the service



We understand that in some circumstances you may wish to withdraw from the service provided by Sciensus. To do this you should follow the guidance below:

Privately funded or self-pay patients

If you are a private or self-funded patient and would like to withdraw from the homecare service provided by Sciensus, you should contact your consultant and discuss this with them before you notify us of your decision to withdraw from the service.

NHS patients

If you were referred to Sciensus by the NHS and would like to withdraw from the homecare service, please contact your NHS consultant or specialist nurse at your referring centre to discuss this with them.

Notes



Notes



Notes

This image shows a single sheet of white paper with horizontal blue lines, similar to standard notebook paper. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



Contact details

Patient Services Team

Phone: **0333 103 9499**

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email: **generalenquiries@sciensus.com**

Pharmacy department

Phone: **01283 501 390**

Monday to Friday:

8:00am–6:00pm

sciensus.com

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Sciensus is the new name for Healthcare at Home.

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Registered Office: 107 Station Street, Burton on Trent, Staffordshire, DE14 1SZ, UK.

