



# Welcome to your Medication Service.



Providing NHS services

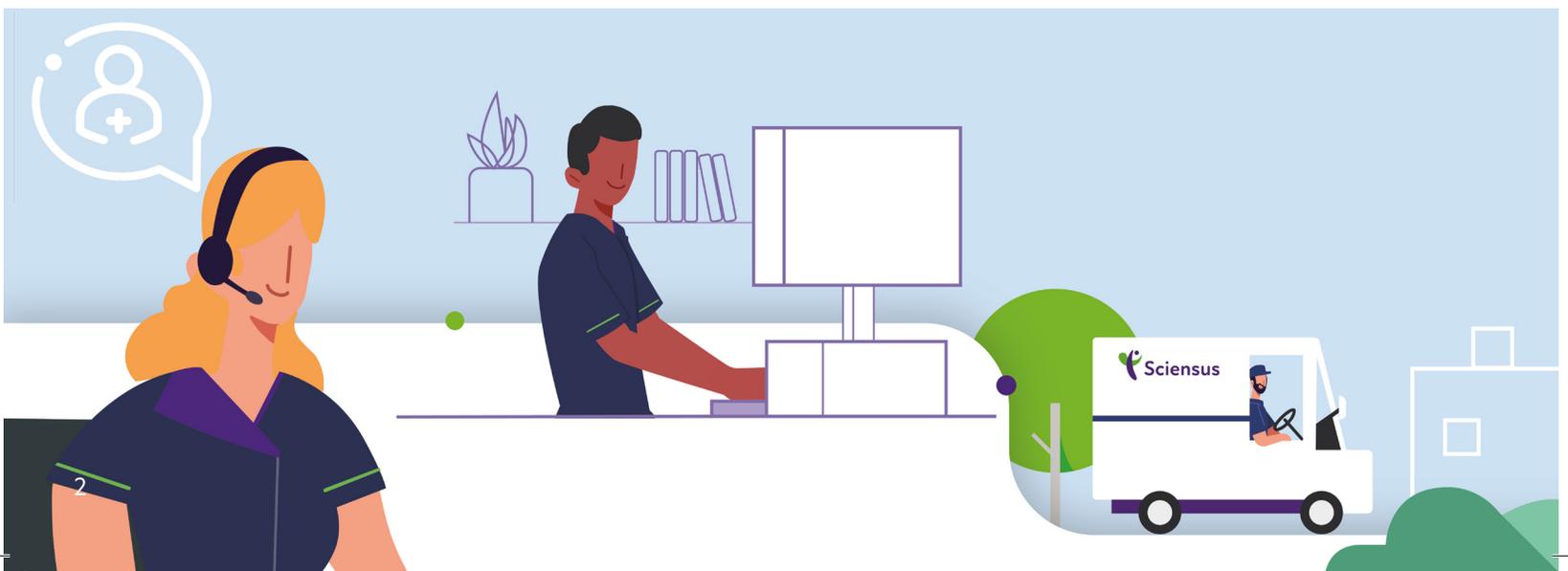


# Hello.

We want to give you a warm welcome to Sciensus. Our teams are here to support you during your treatment journey with us.

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: [www.sciensus.com](http://www.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. You'll find all the useful contact details in the back of this booklet.



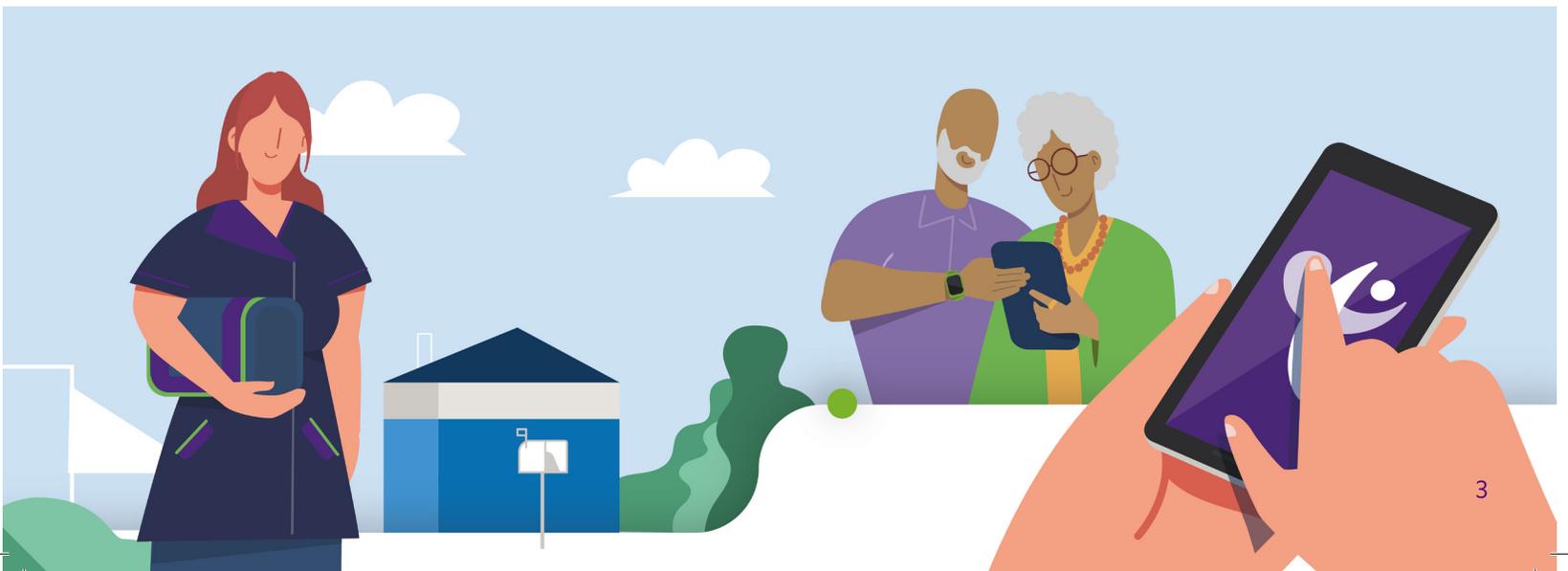
# About us.

Sciensus is the largest specialty pharmacy in Europe, providing healthcare solutions to patients with long term conditions, rare diseases and cancer. We support over 240,000 patients across the UK and Europe to access the life-changing treatments they need, in the comfort and convenience of their own homes. We're here to do the same for you.

## How we can help you.

We're here to make life easier for you. We know how important it is to feel you're in control of your treatment, so whether we treat you at home, teach you to administer and provide education on how to get the most benefit from your treatment, or just deliver your medication, we'll be there to support you, every step of the way.

We're proud to provide a whole range of exceptional clinical services, including complex nursing care, chemotherapy, intravenous antibiotics, blood transfusions, physiotherapy, and occupational therapy.



# How your service works.

We want you to have all the information you need to make the right choices for you. So, with that in mind, we've gathered all the detail about how our service works and some of the questions we're commonly asked by patients on service with us, along with links to further patient resources.

The information covers everything from having your medication delivered, managing and storing your medication, receiving training or continuous clinician services, to managing your service with us. To make it easier for you to find and read the relevant information, we have split into the following sections:

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We hope you'll find this guide useful, but if there's anything else you'd like to know, please just get in touch with our patient services team. They're always happy to help.



# Delivery of medication.

## How does the delivery service work?

The clinical team at your hospital will prescribe your medicines according to your individual needs, and this will determine the frequency of your deliveries. As soon as Sciensus has a valid prescription, it is checked to ensure the medicine and dose are suitable for you. We will then confirm your delivery date. Subject to any amendments (see how to make a change to your delivery) we'll deliver your medication and any supplies you may need at the right time, to the right place, maintaining the cold chain where specifically required.

## Who will deliver my medication?

Your deliveries will be made by our trained drivers, who wear a Sciensus uniform and carry identification. Our vehicles have refrigeration units to make sure your medication is transported at the right temperature. 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 driver will let you know if it needs to be stored in the fridge and the delivery boxes or packaging will be marked with how the product should be stored (e.g., fridge or room temperature).

You, or your nominated person, will be required to sign for the delivery. We are unable to leave the package in a safe place or with anyone who has not been documented on your account as a nominated person.

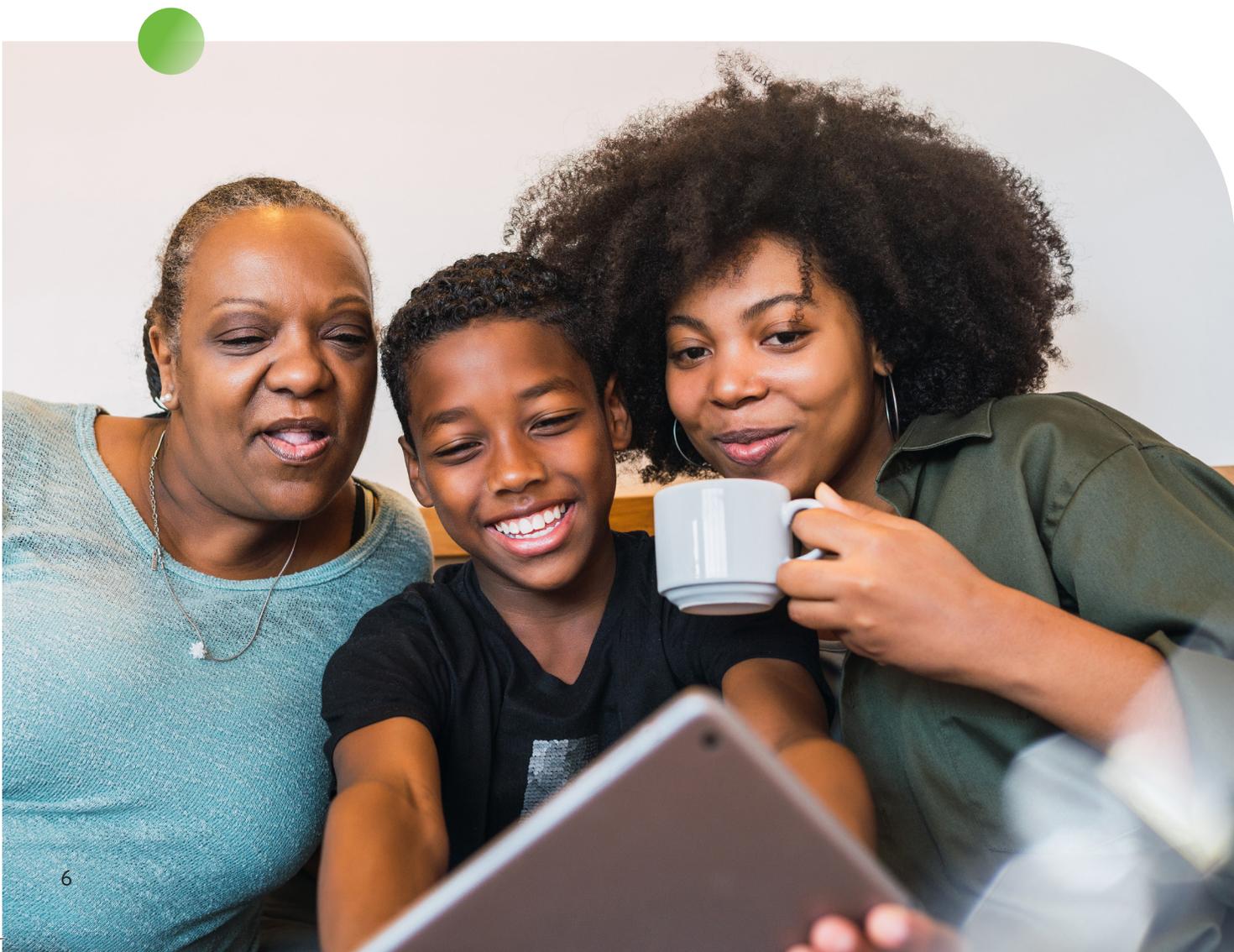
Some of our deliveries may require a PIN code, but we'll tell you if you need one. We also ask that all pets are safely secured whilst your delivery takes place.

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

Yes. We'll make a note of your delivery instructions on your account (for example, access to or type of property, more time required to answer the door etc) to help our drivers and make sure your medication arrives safely every time. You can amend or update these instructions using our contact us form on our website, by phone or via the Sciensus Intouch app.

## 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.



## How do I know what time it will be arriving?

Our free text reminder service sends delivery reminders to your mobile phone. 48 hours before your delivery you will receive a 4 hour delivery window, 24 hours before you will receive your 2 hour delivery window. On the day of your delivery you will receive an SMS message when the driver is 2 stops and 1 stop away.

If you are using our app and you have notifications enabled, you will also get a push notification with your 2 hour delivery window and how to make the most of our track and trace service. On the day of your delivery, you can track your delivery in real time using the track and trace function in our app. Two hours before your 2 hour delivery window, you will be able to access a real-time map so you can see when our driver is getting close, and how many drops away they are from reaching you.

## I am not going to be in, how do I change my delivery?

So that we can support as many patients as possible and to prevent medicines wastage, it is important that you agree, or choose, a delivery date where you know you will be in to receive your medication. If you're not going to be home to receive your delivery, it is vital you let us know as soon as possible. Please remember that to prevent any disruption to your treatment, we can deliver your medication to a named individual instead – a person (or persons aged 16 years or over) you have nominated to accept the delivery on your behalf.

The easiest way to amend your delivery is via the app where you can instantly make these changes. If you have missed your time frame to make changes to your order, or are not using the app, please let us know your changes via the contact us form on our website or by phone.

If you have not already requested the SMS reminder service during your welcome call, our patient services team can set it up for you at any time. If you opt in, your mobile number will be passed to a third-party messaging service and stored securely. You can opt out at any time.

## I missed my delivery, what do I do now?

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. A member of our team will also make contact with you.

## My delivery failed, what do I do?

If we cannot make your delivery for any reason, we will let you know by text that the delivery has failed. The track and trace tile on our app will also become unavailable and a failed delivery tile will appear. A member of our team will be in contact with you to reschedule your delivery.

## 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, obtaining your supplies or additional ancillary items, you can contact our patient services team through the Sciensus InTouch app, our contact us form on the website or by phone.

## I would like an evening delivery slot, is this possible?

Whilst we try to accommodate patient requests, this cannot always be guaranteed. This is due to delivery capacity levels and the volume of requests we receive from patients. As an alternative we offer a number of delivery options, including leaving the package with a nominated individual, delivering to a workplace if appropriate and we also deliver in a number of areas on a Saturday (8am - 8pm).

## When should I receive my next delivery?

We will contact you in the two weeks prior to your next delivery to arrange your delivery. Maintaining two weeks' worth of buffer stock allows contingency time to re-arrange any deliveries in the event of a delay.

## I need regular blood tests; will this affect the delivery of my medication?

When you are referred for homecare, your clinical team will advise you of the need for regular blood tests and how to get these done. It is important that you get these done as directed by your hospital as blood results are required before they can write you a new prescription. Any delay in blood testing will lead to a delay in getting your medication, as your hospital cannot raise a prescription safely without all the information they need. Sciensus cannot process your medication order without a prescription and even when the prescription is received, processing and organising your delivery can take some time. To minimise the risk of being left without your medication, please make sure you have blood tests in a timely manner and in line with the clinical team's advice.



# Managing 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 (fridge or room temperature). 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.

If we do not have enough stock available to complete your order, an advisory message will be added to your delivery note to advise what medication is outstanding. You will receive further notification of a delivery to complete this order for you.

## How do I store my medication?

### Fridge storage (cold chain) products

- 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 (ambient) products

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

## 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 one of our colleagues in the pharmacy department who will be able to offer you guidance and advice.

## 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.



## 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.

Remember not to dispose of the medication or injection device until you have discussed the issue with our pharmacy team. They may need details from you which are printed on the product (e.g., batch number and expiry date) or arrange for it to be collected for further testing.

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.



### 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 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 are using our app, you will also see a prescription change notification. 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.

## How much buffer stock should I have?

For most therapy areas, we aim to deliver your medicines when you have two weeks buffer stock remaining from your previous delivery, so you do not miss a dose. Maintaining two weeks' worth of buffer stock allows contingency time to re-arrange any deliveries in the event of a delay.

### Why is it so important to stay on your 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.

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



# Clinician training visits.

## Why do I need a clinician training visit?

As part of your service, your referring clinician may have instructed us to provide clinician training to make sure you are fully supported and feel comfortable with your treatment. This could include teaching you how to inject, important information about the medication itself, how to handle any side effects you may experience, and any other questions you might have.

## How will I know what date and time my visit is arranged for?

For new patients, your first clinical visit will be arranged during your welcome call, and you will receive a text the evening before your visit with a 2 hour time window. Our clinical operating hours are 8am - 6pm, Monday to Friday.

## My treatment involves an injection, is there anything I need to do ahead of my first visit?

All you need to do ahead of your first visit is get your sharps bin and any other information received with your first delivery to hand. Alternatively, the clinician will bring those items. If you are going to be administering the injection yourself, the clinician will talk you through how to do this.

At the end of the visit, the clinician will talk you through the next steps, your future treatment plan and will stay with you for at least 30 minutes after the injection to check for any side effects.

# Clinician led services / clinician visits.

## How will I know what date and time my visit is arranged for?

For new patients, your first clinical visit will be arranged during our welcome call, and you will receive a text the evening before your visit with a 2 hour time window. For ongoing clinician treatment, you will agree your next treatment date during each visit and will receive a reminder the evening before your treatment is due with a 2 hour time window.

Our clinical operating hours are 8am - 6pm, Monday to Friday. If for any reason we need to re-arrange your visit, a colleague will call you to schedule a new time.

## Will the clinician explain everything?

Yes, the Sciensus clinician will talk you through all the information you need, including consent, the treatment environment, keeping you safe and all the details about your specific treatment.

## Will I need to provide consent for my treatment?

Yes. The consent process will be a joint discussion between you and your Sciensus Clinician. You will be given all the information you need to make a balanced decision. You will be given enough time to make your decision and you can change your mind at any point after giving consent. Please understand that we cannot continue with care or treatment without your consent.

## What will happen during my treatment?

The clinician will make sure your treatment pathway is followed according to your prescription and explain any potential side effects of your treatment.

If anything has changed with how you feel after your last treatment, please tell your clinician.

## Can I choose where I have my treatment?

Once established on treatment, you may wish to receive your visits at an alternative environment, such as where you work or study. Please discuss this with your clinician, giving us plenty of notice, ideally more than 7 days, so that we can assess if a different environment is suitable for your treatment.

If your child is receiving their treatment with Sciensus, they may choose to have their treatment at school/college (this will be agreed on an individual basis). Children are able to carry on with their school day but won't be able to take part in physical activities while their treatment is in progress. The clinician will stay with your child while they are having treatment to make sure they are safe and well.

## Will I always have the same clinician?

Where possible we try to maintain continuity of care by providing the same clinician to undertake your treatment. However, to ensure you get the treatment you need when you need it, sometimes this may not be possible, and we will need to send an alternative clinician.

## Will the clinician need access to anything specific?

To keep you safe during your treatment at home, your Sciensus clinician will need access to a clean sink area to wash their hands thoroughly, and somewhere clean and clear to prepare your treatment. Protecting you from avoidable infections is very important to us, but we do need your help.

Hand hygiene is very important. Our clinicians carry soap and paper towels. They may also use alcohol rub at times during your treatment.

## My treatment involves an injection, is there anything I need to do ahead of my first visit?

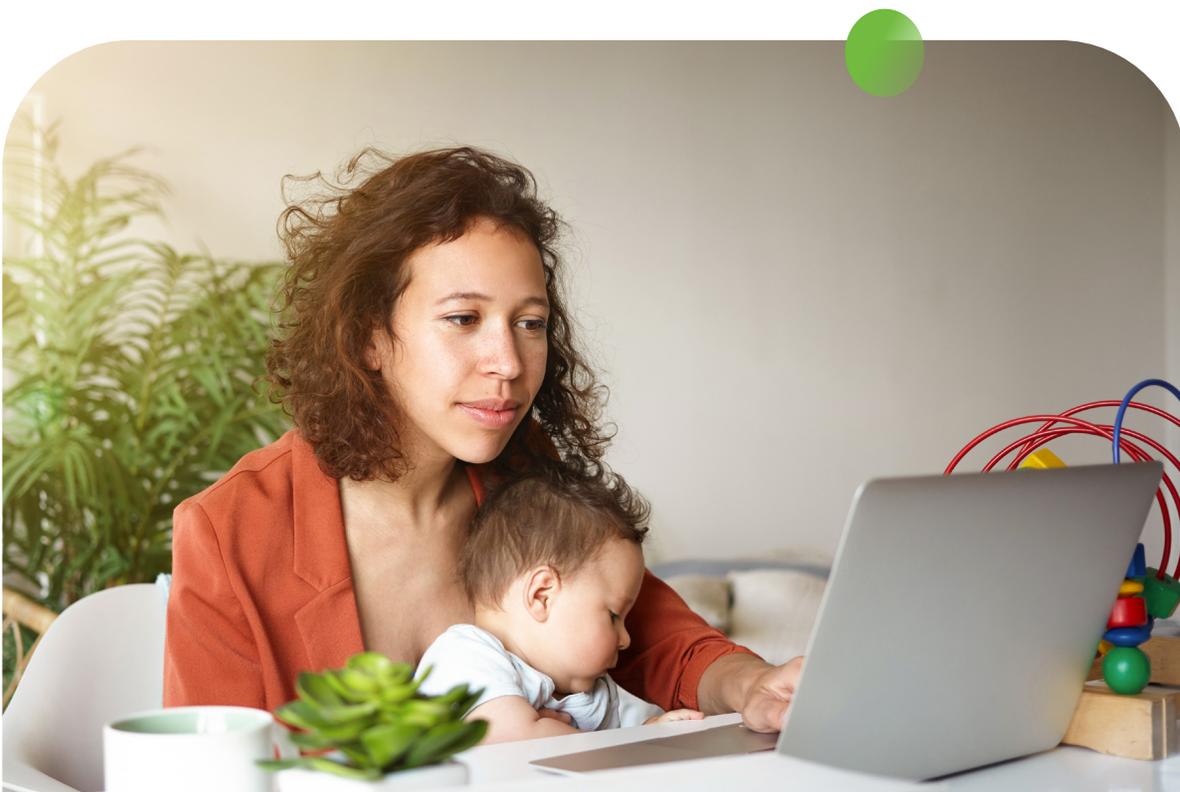
All you need to do ahead of your first visit is get your sharps bin and any other information received with your first delivery to hand. Alternatively, the clinician will bring those items.

If your treatment is to be given by the clinician, they will administer the injection. At the end of the visit, the clinician will talk you through the next steps, your future treatment plan and will stay with you for at least 30 minutes after the injection to check for any side effects.

## My treatment involves being given medication intravenously, what does this mean for me?

Intravenously means that the medication is given directly into your bloodstream through one of your veins. If this is the case, you may need a temporary intravenous needle inserted into one of your veins, usually into your arm or the back of your hand.

You may have a central venous access device, sometimes called a central line, already inserted by your referring hospital into one of your larger veins. Central lines will remain in place for the duration of your treatment and possibly longer if required. Either of these devices allow our clinicians to administer your intravenous treatment safely and effectively.



## Can other people or my pets stay at home with me while I have my treatment?

We ask that during your clinician visit you ensure that young children are supervised for the duration of the visit. We ask that pets are not in the room and are secured safely as the clinician arrives and leaves. However, during long treatments pets are allowed into the room if they are well behaved.

If a child or vulnerable adult requires treatment, a responsible adult will also need to be present.

## Can I eat, drink, and relax during treatment?

Staying hydrated and eating a well-balanced diet is an important part of keeping you well during treatment. Sometimes your treatment visit may run into meal times. It may be an idea to think ahead for food which could be eaten easily during your treatment.

If your treatment is of a long duration, you may want to rest. You may want to talk or read a book. Your clinician is there to observe you during your treatment and to ensure you remain safe, therefore they will be with you the whole time, except when using the bathroom.



# Managing your account.

## How do I change my contact information or any details on my account?

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 mobile number and 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 the contact us web form (choose I want to change my details option), contact us on the app or by phone.

## How do I nominate a designate or representative who can communicate on my behalf?

During your welcome call you can nominate a designate or representative, however this can be done at any time via our patient services team. If your representative does need to speak with us at any time, they will be required to answer the relevant security questions prior to any further discussion.



# Managing your service.

We know how important it is to feel in control of your health, so we've created a smart, simple app to help you do just that: it's called the **Sciensus Intouch app**, and it puts everything you need to know about your condition and treatment, right in the palm of your hand.

The Sciensus Intouch app includes a number of features that have been designed to give patients a quick, easy, and convenient way to:

## Check your prescription status

Simply log onto the app to see whether your prescription is available. Once ready, you'll be able to choose a delivery date that works best for you.

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## Schedule your delivery

In a few clicks, you can confirm your next delivery and choose the best date to suit you from the date range provided.

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## Manage the supplies you need

With the Sciensus Intouch app, you can easily modify the quantity of your ancillaries to suit your needs, by adjusting the amount when required.

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## Edit your deliveries

The Sciensus Intouch app makes it easy to change your delivery details. You can easily adjust your date, address and chosen additional ancillary items in the app, up until a few days before the confirmed delivery.

## Track and Trace

You can track and trace your deliveries with your Sciensus Intouch app. This app-exclusive feature allows you to see your delivery in real-time.

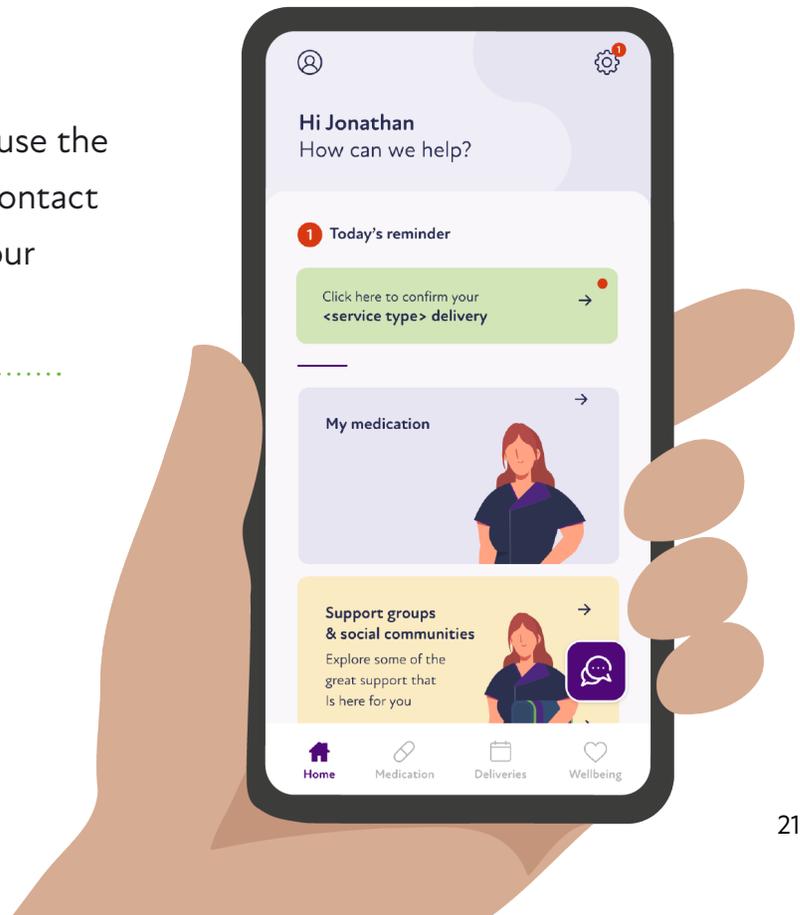
Our app is **safe, secure** and has been approved by the NHS. This gives the NHS confidence that the app meets the highest standards for clinical safety, data protection, technical security, usability and accessibility.

If you haven't yet used **Sciensus Intouch app** and aren't quite sure if you are eligible, download the app and click the create my account. If you are eligible, you can go on to enjoy the latest features and for those who aren't yet eligible, we will contact you when you are eligible for the app.

If you need any support, including creating your account, logging on and more general usage issues, go to our website: <https://www.sciensus.com/our-services/sciensus-intouch/>

## Other help and support

If you aren't eligible yet, or prefer not to use the app, please get in touch with us via the contact form in the help and support section of our website or call our patient services team.



# Mutual respect and responsibility.

To help us deliver our service, we need you to please:

- Provide accurate and complete personal information and inform us if anything changes.
- Answer data protection questions for us to confirm your identity.
- Inform us of your designated representatives (i.e., carers) whom we can communicate with on your behalf.
- Be at home (or alternative pre-arranged location) to receive your delivery or let us know if you are unable to be there to avoid delivery failures and medicine wastage.
- Ensure that you advise us of any special requirements to make your delivery (accessibility, animals to be aware of etc).
- Keep medicines safe and secure and store as directed (either at room temperature or refrigerated).
- Be available for any clinical appointment arranged with you; if you need to change the date of the visit, please inform us at least 48 hours in advance.
- Look after any equipment that might be given to you as part of your care.
- Have blood tests when requested to do so.
- Share your feedback with us.
- Treat Sciensus colleagues courteously and respectfully. **Our zero tolerance policy** includes aggression or threats made in person, over the phone, in written communications, and via digital platforms, including social media and any breaches of this policy may result in service provision being restricted or withdrawn.

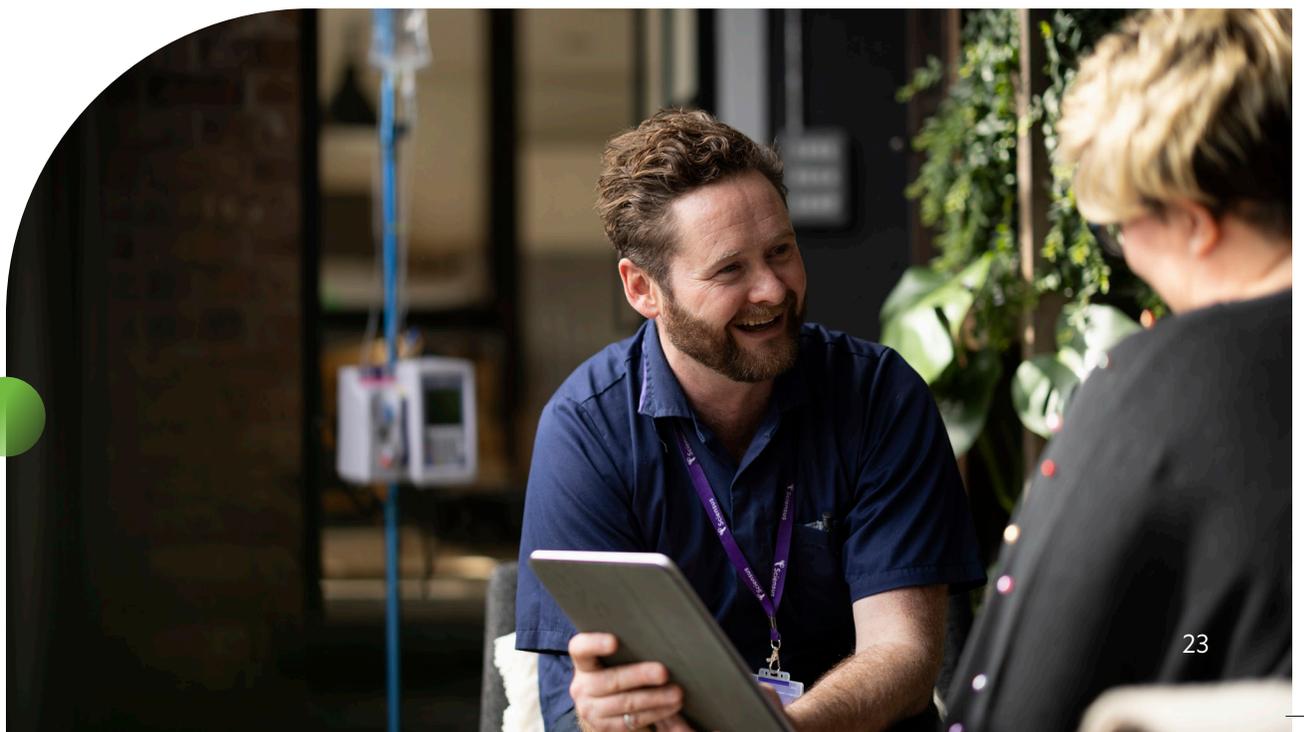
# How we handle your data.

Sciensus Pharma Services Limited (SPSL) is committed to protecting your personal information and is registered with the Information Commissioners Office **Z6896758**. Everyone working for SPSL 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 processed with the greatest of care.

Some of our services are funded by a pharmaceutical company, and we share pseudonymised data which cannot identify you as a data subject. We will only share identifiable data with your explicit consent.

If you would like to find out more you may view our full privacy notice on our website [www.sciensus.com/privacy-policy](http://www.sciensus.com/privacy-policy) or if you would like a printed copy, please contact our Information governance & security team either by email at [DPO@sciensus.com](mailto:DPO@sciensus.com) or by phone at **0800 917 4980**.

You have the right to obtain copies of information we hold about you. You can do this by emailing [DPO@sciensus.com](mailto:DPO@sciensus.com) or calling **0800 917 4980**.



# Giving feedback.

We value your feedback as it allows us to improve the Sciensus experience. It's important to know when we are getting things right, so if you have a comment, compliment, suggestion, or would like to learn more about our services, you can let our patient services team know.

However, we understand that we do not always get things right. If you feel we have not provided the level of service you would expect, then our door is always open, and we would like to hear from you.

## How to raise a complaint.

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:

### Letter

Sciensus  
Patient advocacy team  
107 Station Street  
Burton on Trent  
Staffordshire  
DE14 1SZ

### Email

[patientadvocacy@sciensus.com](mailto:patientadvocacy@sciensus.com)

Please provide us with your name, account information and details of the complaint.

## What happens next?

Within 2 working days of your complaint being raised, we will send you an acknowledgement letter that lets you know your complaint has been escalated and is being investigated. Our team will review your complaint, complete a thorough investigation and issue you with a full response via letter within 20 working days.

## What if I am not satisfied with the response?

If you are not satisfied with the complaint response from us, we ask that in the first instance you contact the Patient advocacy team. However, should you require further assistance, the following bodies may assist:

### For complaints in England and Wales contact:

#### **Health Service Ombudsman**

phone: **0345 015 4033**

email: [www.ombudsman.org.uk/making-complaint](http://www.ombudsman.org.uk/making-complaint)

### 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](mailto: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](mailto:info@rqia.org.uk)

## 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 home-care 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.

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### 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 clinician at your referring centre to discuss this with them.



# Help and support.

If you have any further questions or need to contact us, please use one of the following:

## Sciensus Intouch app

When in the app there is a contact us section which includes an online form. Please complete the form with the details of your query and a member of the team will get back to you to assist.

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## Online contact us form

If you have a general enquiry, please get in touch with us via the contact form in the help and support section of our website. Please use the categories in the form so we can route your question to the right team as quickly as possible.

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## Phone

Contact Patient services team:

Phone: **0333 103 9499**

Monday to Friday: 8am–6pm

Saturday: 8am – 1pm

## Pharmacy department

Phone: **01283 501 390**

Monday to Friday: 8am–6pm

Our pharmacies dispense NHS prescriptions and their details are:

### Sciensus

Fifth Avenue

Centrum 100

Burton on Trent

Staffordshire

DE14 2WS

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General Pharmaceutical

Council Registration: **1084907**

### Sciensus

Plot 7, Junction Close

Green Lane Industrial Park

Featherstone

Pontefract

West Yorkshire

WF7 6ER

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General Pharmaceutical

Council Registration: **109233**

The Superintendent Pharmacist is:

Gillian Louise Stone

GPhC 2035219

## 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](http://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](mailto: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/>







## Contact details

### Patient services team

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### Pharmacy department

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