

Healthcare at Home – delivery service for factor concentrates or Hemlibra

COVID-19 – a message to our patients

As concern grows around the full impact of the COVID-19 virus, I wanted to reassure you that, here at Healthcare at Home, we are working hard to ensure we continue to operate normally with essential deliveries of medicines and nurse/clinician appointments while protecting you and colleagues from exposure to the virus.

I also wanted to let you know that we have a business continuity plan in place to ensure that this position doesn't change. Here are just a few of the actions we have taken.

- Our colleagues have completed additional training and received additional advice on infection prevention and control.
- We are maintaining patient deliveries by increasing the number of drivers we have.
- We are working with suppliers to successfully manage stock levels so we don't run short of medication.
- Communicating and planning with our NHS partners regarding managing patient cohorts and medication stock management.
- All our teams have contingency plans in place with clear responsibilities and priorities so that our service can remain uninterrupted.
- Nurses are calling before a visit to make sure patients are feeling well and they have the advised protective equipment if the patient is symptomatic or self-isolating.

Our colleagues are all working incredibly hard to ensure we can continue to serve our customers well.

I have a few requests for you. Firstly, please ensure that you continue to take your medication, as prescribed, provided you are symptom free. If you show any symptoms of COVID-19 you should immediately self-isolate and visit [111.nhs.uk](https://www.nhs.uk) and your referring centre (consultant or clinical nurse specialist) for further advice.

Secondly, if you are due a delivery and are self isolating or symptomatic, please let the delivery driver know and they will follow protocol to ensure everyone is safe.

And finally, if you are due a visit from one of our nurses or clinicians and you are self isolating or symptomatic, please let us know when we contact you.

We will continue to monitor the situation on an hour by hour basis in line with the anticipated spread of the virus and keep you updated on our progress.

Thank you for your support.

Darryn Gibson, Chief Executive Officer

Jonathan Asbridge, Chief Clinical Officer