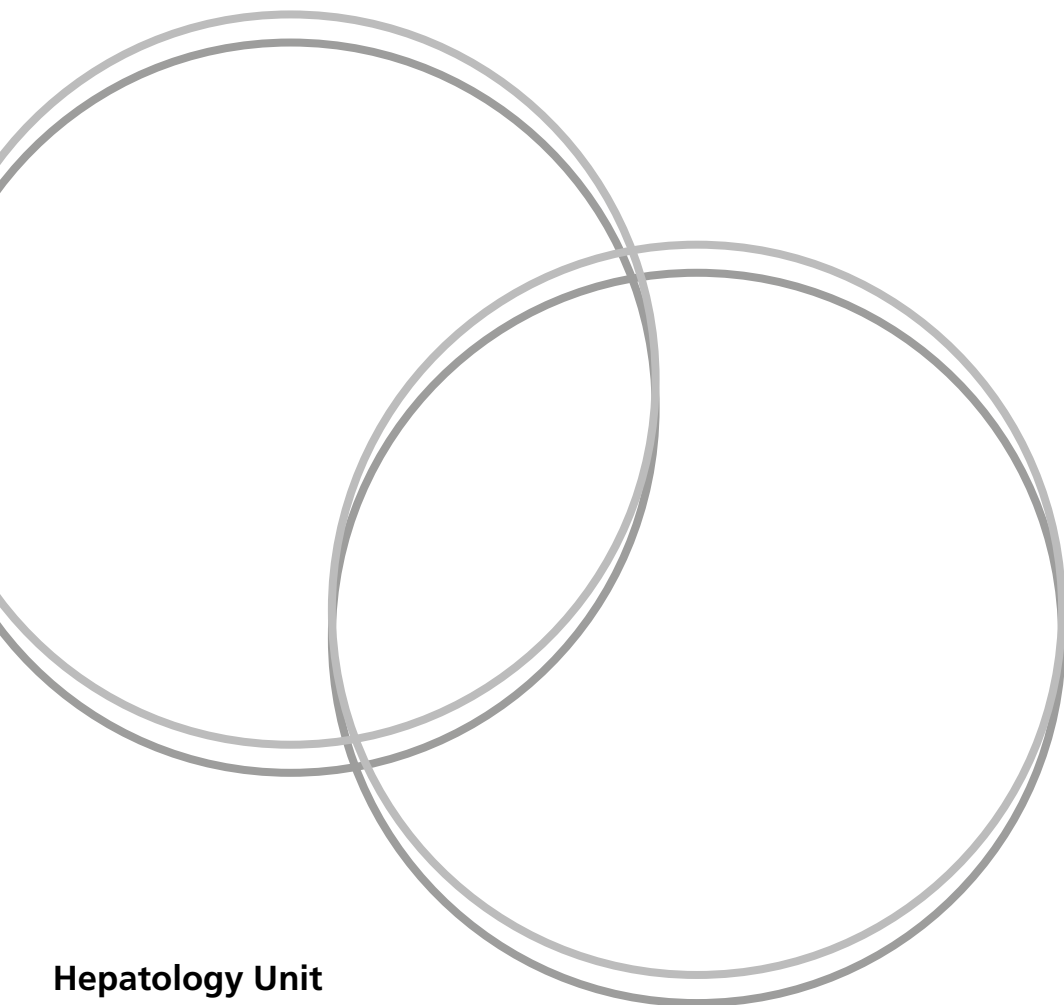




Oxford University Hospitals  
NHS Foundation Trust

# Home Delivery of treatment for hepatitis B

**Information for patients**



**Hepatology Unit**

As part of our commitment to improve services to patients we routinely supply hepatitis B medication (e.g. tenofovir, entecavir) directly to your home or other nominated address. Your prescription will be dispensed by a private pharmaceutical company called Sciensus and delivered free of charge.

## **Why home delivery?**

Home delivery provides a more streamlined dispensing service for patients whilst allowing our pharmacists more time to spend working with the rest of your clinical team. Sciensus has provided dispensing services to the NHS for a number of years and has enabled us to increase the quality of care we can give to patients. We hope that you will find it more convenient too. Homecare also saves money as hospitals have to pay higher costs for the medicines than community or private companies such as Sciensus. These savings help us to improve other services involved in your care.

## **Who is Sciensus?**

Sciensus is a pharmaceutical company specializing in the delivery of patients' medicines. The pharmacy is registered with and inspected by the Royal Pharmaceutical Council. Since the company was founded, Sciensus has safely delivered thousands of parcels of medicines to patients throughout the UK.

## Registration and consent forms

In order to provide you with the best service we will need to provide Sciensus with some basic contact details for you. We will complete a registration/consent form before the first prescription is written. Dispensing records will be held on a computerised patient management system and comply with the requirements of the Data Protection Act. Healthcare at Home staffs are governed by the same rules about confidentiality as NHS staff. Sciensus fully understand and are sensitive to all issues surrounding the confidentiality of information about you and your medicines.

## How does the service work?

Following the decision in clinic to start treatment a registration/consent form and prescription is sent to Sciensus using a secure delivery system designed for confidential legal documents. Sciensus team of pharmacists and technical staff will dispense the prescriptions.

Your medication will be packed securely in plain packaging and delivered via an unmarked van to your nominated delivery address.

From the day of receiving the prescription and registration form, delivery takes **up to five working days** to arrive to your chosen delivery address.

## **How do we make sure you receive your medicines?**

Sciensus will contact you to arrange the first delivery date. You will then be contacted 1-2 weeks before each of your next deliveries to confirm a convenient delivery date. You will receive 3 months of medication at a time.

**Please monitor how many tablets you have left. If you have not heard from the delivery company and you have less than 10 days supply please contact them as soon as possible or alternatively contact the hepatology nurses or pharmacist so a prescription and/or delivery can be arranged. It is very important that you do not have a break in your treatment.**

**Treatment for hepatitis B is usually long term. It is very important that you attend clinic appointments while taking the medication so we can monitor the treatment and your condition appropriately. If you fail to attend or do not have regular monitoring e.g. blood tests, liver scans we will consider stopping treatment. Clinics are usually every 6-12 months.**

Please note that you should nominate an address for delivery where there will be someone available to sign for the receipt of your medication. This could be your home, the home of a relative or friend or your place of work. You must let us know if your delivery address or contact details change.

If, for any reason e.g. holiday and you need to cancel and rearrange your scheduled delivery you must contact Sciensus as soon as possible.

## **What happens if there is no one available to sign for the item?**

If you are not in to receive the delivery the driver will contact Sciensus and ask them to try and contact you by telephone on the numbers you have provided at registration e.g. home, mobile, and work numbers. If they are still unable to contact you the medication will be returned to their depot. Sciensus will continue to try and contact you in order to arrange another delivery time. No medication will be left on the doorstep.

## **Travel**

If you are going on holiday you must remember to take your medication with you.

If you are planning a trip which is longer than 3 months in duration outside the UK you must discuss this with us as soon as possible.

## **If I have a question about my medicines, who should I contact?**

If you have any questions about how to take your medicines or about interactions or side effects, you should contact:

### **Hepatology nurse specialists**

Tel: **01865 222 057**

office hours 0800-1600, Monday to Friday

Or

### **Sarah Cripps, Pharmacist**

Tel: **01865 741 166**, bleep 1084

Email: [sarah.cripps@ouh.nhs.uk](mailto:sarah.cripps@ouh.nhs.uk)

Or

Ask to speak to a doctor on Gastroenterology Ward

Tel: **01865 221 185**.

If you have any questions relating to the delivery of your medication please contact:

### **Sciensus customer services**

Tel: **0333 103 9499**

Or

### **Hepatology nurse specialists**

Tel: **01865 222 057**

office hours 0800-1600, Monday to Friday



## Further information

If you would like an interpreter, please speak to the department where you are being seen.

Please also tell them if you would like this information in another format, such as:

- Easy Read
- large print
- braille
- audio
- electronic
- another language.

We have tried to make the information in this leaflet meet your needs. If it does not meet your individual needs or situation, please speak to your healthcare team. They are happy to help.

Author: Sarah Cripps, Consultant Pharmacist  
April 2022  
Review: April 2025  
Oxford University Hospitals NHS Foundation Trust  
[www.ouh.nhs.uk/information](http://www.ouh.nhs.uk/information)



*Making a difference across our hospitals*

charity@ouh.nhs.uk | 01865 743 444 | hospitalcharity.co.uk

OXFORD HOSPITALS CHARITY (REGISTERED CHARITY NUMBER 1175809)

