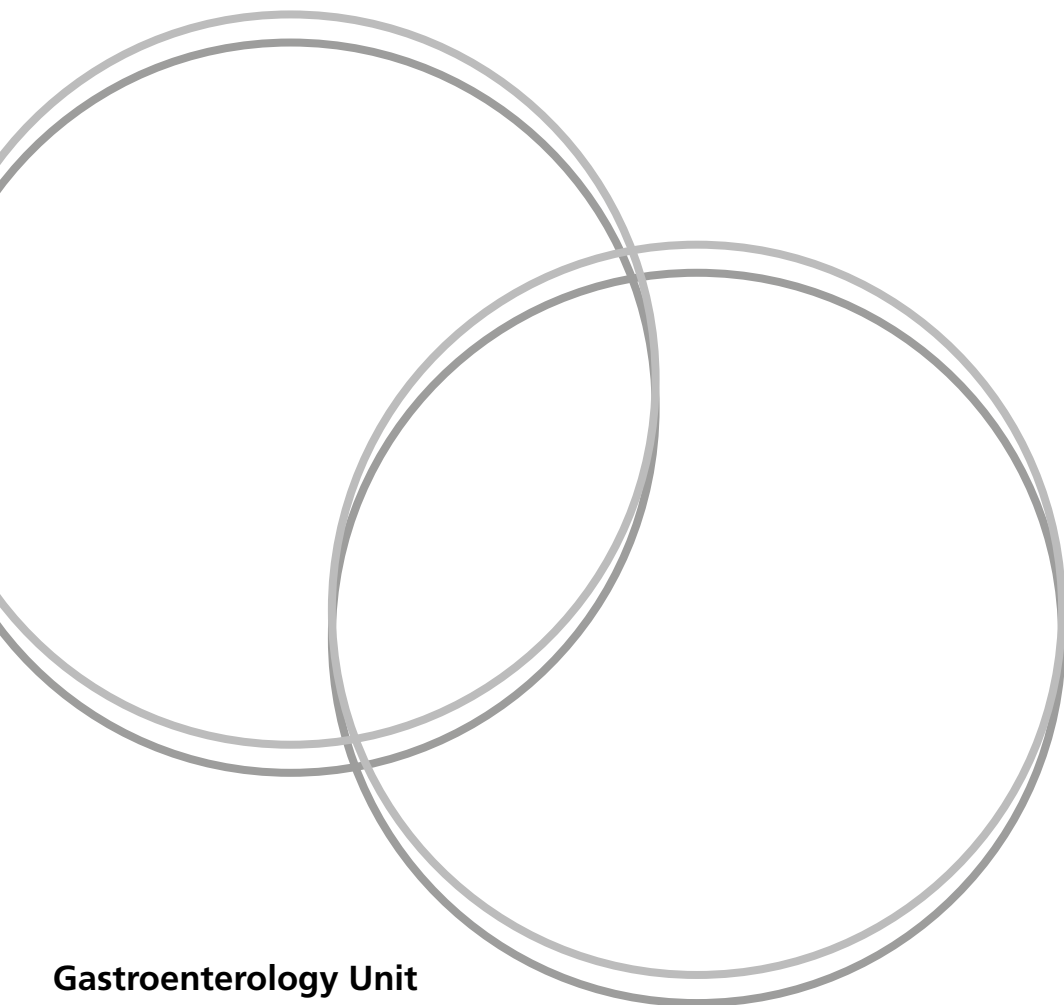


Home Delivery of Tofacitinib citrate (Xeljanz[®])

Medicines information for patients



Home Delivery of Tofacitinib citrate (Xeljanz®)

As part of our commitment to improve services to patients, the Pharmacy Department and Gastroenterology are offering you the option of having your tofacitinib tablets delivered to your home or other nominated address. If you take up this option, your prescription will be dispensed by a private pharmaceutical company called Sciensus. The medication will then be delivered to your nominated address free of charge.

If you do not wish to use the home delivery service, please let us know.

Why home delivery?

The aim of this partnership is to provide 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 many years and we believe this service will enable us to increase the quality of care we can give to patients. We hope that you will find it more convenient too.

Delivery of medicines by an external provider will also save money as hospitals have to pay higher costs for the medicines than community or private companies such as Sciensus. The savings made will enable us to improve services to the Gastroenterology Unit.

Due to tofacitinib being a specialist medicine it can only be prescribed by the hospital and not by your GP.

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

To enable us to provide you with the best service, we will need to provide Sciensus with some contact details for you. We will complete a registration and 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. All Sciensus staff will be 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?

One of the Gastroenterology pharmacists will speak to you in person or by phone or email to explain how the home delivery service works and consent you to the service. They will then complete and send off the registration form and a prescription to the delivery company for dispensing.

Sciensus will contact you to arrange a convenient delivery date for the medication. Following this they will have a record of when the next delivery is due and will forward a request for a new prescription to the gastroenterology pharmacists at the hospital to ensure there is a continuation in supply.

The gastroenterology pharmacist responsible for processing the prescription request will liaise with the medical and nursing teams to confirm treatment is continuing and verify the dose and then complete and send off a new prescription to the homecare company so it can be dispensed in time for the next dose. You will generally receive 8 weeks of medication at a time.

It is important that you do not adjust the dosing schedule yourself without discussing it with the Gastroenterology team. Please contact us if you have any questions regarding your treatment.

If you have not heard from the delivery company and are expecting a delivery then you should contact their Customer Services in the first instance and then the Gastroenterology Pharmacy Team if a delivery is not confirmed. (contact details below).

It is very important that you attend clinic appointments and have regular blood tests while taking tofacitinib so we can safely monitor and review the treatment regularly otherwise we will consider stopping treatment.

Please note that you should nominate an address for delivery where there will be someone available to sign for the receipt of your tofacitinib. 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.

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

If for any reason you need to cancel and rearrange your scheduled delivery e.g. holiday, you must contact Sciensus Customer Services 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 to arrange another delivery time. No medication will be left on the doorstep.

Storage

On receipt you should store the medication safely and out of the reach of children. Tofacitinib should be stored at room temperature.

Travel

Sciensus can provide customs forms if required for overseas trips. Alternatively the hospital can provide you with a letter confirming your prescription.

If you are planning a trip which is longer than 3 months in duration outside the UK you **must discuss this with your gastroenterologist and pharmacist at the hospital 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:

An IBD Nurse specialist

via the IBD advice line:

Tel **01865 228 772**

Or

A gastroenterology pharmacist

Tel: **01865 221 523**

Email: ibd.homecare@nhs.net

Or

A doctor on the 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**

Email: hah.enquiries@hah.co.uk

Or

A gastroenterology pharmacist

Tel: **01865 221 523**

Email: ibd.homecare@nhs.net

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: Version 1 Sarah Cripps, Gastroenterology Pharmacist, April 2020
Guidance received from Divisional Patient Information Coordinator

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Oxford University Hospitals NHS Foundation Trust
www.ouh.nhs.uk/information



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