



Welcome to HealthNet

# Welcome Guide for Patients

Please keep it in a safe place so you can refer back to it when needed.  
A Welsh-language version of this guide is available here:  
[www.healthnethomecare.co.uk/welcome-hub](http://www.healthnethomecare.co.uk/welcome-hub) →

[healthnethomecare.co.uk](http://healthnethomecare.co.uk) →

This guide will help you understand how your clinical homecare service works and what to expect throughout your treatment.

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## Your Homecare Service Welcome Guide



# At a Glance: Your HealthNet Clinical Homecare Service

A quick guide to the most important things you need to know.

You can find more detail in the full sections that follow.

## Who We Are

HealthNet works with the NHS to deliver your treatment safely at home.

We provide medicine deliveries, nurse support (if required), and tools to help you manage your treatment more easily.

## What You Can Expect



- + **Safe delivery of your medicines**  
Sent directly to your home (or another agreed address) in secure, temperature-controlled packaging.
- + **Nurse visits (if your treatment requires it)**  
Appointments may take place at home or by video call.
- + **Support whenever you need it**  
Our Patient Support Team and Pharmacy Team are here to help with questions, deliveries and non-medicine items.

## Getting Started



### 01 Referral from your hospital

Your hospital team sends your prescription and contact details to HealthNet.

### 02 Welcome message

You'll receive your HealthNet CT number and a link to book your first delivery.

### 03 Book your delivery

Use the secure One Time Link (OTL), the myHealthNet App, the Patient Portal, or call us.

You can arrange deliveries using:

- + myHealthNet App
- + Patient Portal
- + One Time Link (OTL)
- + Phone

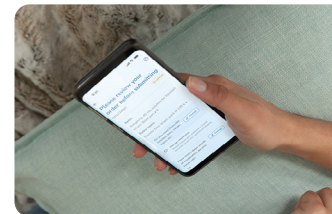
Downloading the myHealthNet app makes managing your medicines even quicker and easier - download it from the App Store or Google Play.

## Managing Your Deliveries



Scan the QR Code to download the myHealthNet App.

## Before Each Delivery



We'll always:

- + Check your remaining medicine stock
- + Confirm your delivery address
- + Provide a delivery window (where available)

You or an authorised person (16+) will need to sign for the delivery.

Continued



## At a Glance: Your HealthNet Clinical Homecare Service

### Nursing Support (If Needed)



Our nurses can:

- + Visit you at home
- + Provide injection training
- + Deliver treatment
- + Offer virtual appointments via Microsoft Teams

You'll be contacted directly by our Clinical Team to arrange your first appointment.

### Your Responsibilities



To help keep your treatment safe and on time, please:

- + Be available for delivery and nurse appointments
- + Keep your hospital appointments
- + Store your medicines correctly
- + Tell us straight away if your details change
- + Report any issues with your medicine or device



### How to Get Help

**Patient Support Team:** 0800 083 3060  
**Email:** [enquiries@healthnethomecare.co.uk](mailto:enquiries@healthnethomecare.co.uk)

**Nursing Team:** 0800 083 3060  
**Email:** [nursingenquiries@healthnethomecare.co.uk](mailto:nursingenquiries@healthnethomecare.co.uk)

If you experience side effects, contact your hospital team or GP immediately.

### Your Privacy

We protect your personal information carefully.

More details: [www.healthnethomecare.co.uk/privacy-policy](http://www.healthnethomecare.co.uk/privacy-policy)

For more detailed information on any of these points, please refer to the section within the main guide.

# Welcome to HealthNet



This Welcome Guide has been created to help you understand who we are, how your clinical homecare service works, and what you can expect from us. Inside, you'll find answers to the most common questions patients ask when starting with HealthNet.

If you still have questions after reading this guide, please visit our website for more information.



## Who We Are – HealthNet

HealthNet is a clinical homecare company that works in partnership with the NHS to bring quality care directly to your home. Our aim is simple: to make managing your treatment easier, more comfortable, and better suited to your everyday life.

We believe that healthcare should be accessible, convenient, and compassionate. That's why everything we do is designed around supporting you safely and reliably at home.



### What We Do

HealthNet provides clinical homecare services to patients across the UK.

This includes:

- + **Delivering your medicines safely and on time**

Using secure, unbranded, temperature-controlled vehicles.

- + **Nurse support for specialist treatments**

When your medicine needs to be administered by a trained professional.

- + **Training and guidance for self administration**

Helping you feel confident giving your own injections or treatments at home.

- + **Tailored patient support programmes**

Offering extra help with managing your condition and staying on track with treatment.

Our goal is to make your treatment easier, and more comfortable - so you can focus on life, not logistics.



## Digital Innovation

We use smart digital tools to make managing your treatment simple and stress-free:

- + **myHealthNet App, Patient Portal, One Time Link (OTL)**  
Book or track deliveries, update your details, and view information about your medicines.
- + **Secure communication**  
Receive delivery updates, appointment links, and reminders via email, WhatsApp or SMS.
- + **Virtual nurse appointments**  
Where appropriate, consultations can take place via Microsoft Teams for added flexibility.
- + **Data driven care**  
Our secure systems help keep your treatment running smoothly and safely.

# What Is Clinical Homecare?



**Clinical homecare means you will receive your medicine or treatment at home instead of going to the hospital.**

Your care is still overseen by your hospital team, but the day-to-day support - such as medicine delivery and nurse visits - is provided by HealthNet.

This service is delivered by trained healthcare professionals and supported by secure delivery systems and digital tools, making your treatment convenient and tailored to your needs.

## How Clinical Homecare Helps Patients

### + Comfort & Convenience

Avoid long journeys, parking, and waiting rooms - your treatment comes to you.

### + More Time for You

Less time spent travelling or attending appointments means more time for family, work, and hobbies.

### + High Standards of Care

Homecare is delivered by qualified

nurses and pharmacists following strict NHS and regulatory standards.

### + Reduces stress

Receiving care at home feels calmer and less disruptive.

### + Supports independence

You can continue with your usual routine while managing your condition.

### + Improves experience

Many patients say they feel more in control and better supported when their care happens at home.

Continued

## What Is Clinical Homecare?



### How Clinical Homecare Helps the NHS

- + Reduces the need for hospital visits for patients, while helping the NHS free up time and space for urgent and specialist care
- + Supports patients to receive treatment at home, while helping the NHS use resources more efficiently than clinic-based care
- + Helps patients stay on track with their treatment through accessible support, while improving outcomes and satisfaction across NHS services

If you're interested in exploring this topic further, we recommend reading the article **National Clinical Homecare Association (NCHA)**'s [clinicalhomecare.org](https://www.ncha.org.uk/clinicalhomecare.org) → Report.

### Our Promise to You

At HealthNet, we work closely with your hospital team to ensure your treatment is safe, smooth, and stress-free. Whether it's a nurse visit, medicine delivery, or digital support, we're here to help you every step of the way.

Welcome to your HealthNet service - we're here for you.



# Your HealthNet Journey



We're here to make your treatment simple, supportive, and convenient.

Here's what you can expect every step of the way:



## Referral & Prescription

During your hospital appointment, your consultant, specialist nurse or pharmacist will explain clinical homecare and answer any questions you may have.

If you choose to use homecare, your hospital team will send your prescription and contact details to HealthNet.

### How long does it take?

It can take up to 2 weeks for your prescription and registration form to reach us and be checked by our Pharmacy Team.

Your information is kept safe and confidential at all times.

Read more about how we protect your data: [healthnethomecare.co.uk/privacy-policy](https://healthnethomecare.co.uk/privacy-policy) →

Continued

# Your HealthNet Journey



Step  
02



## Welcome Message

Within 2–5 days of HealthNet receiving your prescription, you will receive a welcome message via email, text (SMS), Whatsapp, or phone call containing:

- + An introduction to the service
- + Your account ‘CT’ number.
- + A link to your digital Welcome Guide



## Book Your First Delivery

To arrange your first delivery, you’ll receive a One Time Link (OTL) by text (SMS) or WhatsApp.

The OTL is a secure, unique link that will allow you to choose your preferred date and time window preference of when your new medicine will be delivered - without needing a login.

For managing all future deliveries, we recommend downloading the myHealthNet app. It allows you to update your personal details, book, change or cancel deliveries, track your order and prescription in real time, and request additional non-medicine items such as sharps bins, wipes, and needles.

- + More information on our digital tools can be found later on in this guide.

**Tip:** Book early to make sure you receive your medicine in plenty of time.



You’ll also receive your HealthNet patient account number (CT number), printed on all communications.

This number begins with “CT” and is needed to register for the Patient Portal and the myHealthNet App.

**Please note:** If your prescribed medicine changes, you may be given a new CT number - we’ll always let you know if this happens.

Continued

## Your HealthNet Journey



Step  
04



## Delivery Notification

The evening before your delivery, you'll receive an email, WhatsApp, or text (SMS) with a 2 hour delivery window.

If you do not have a mobile number or email address to receive these notifications, we will contact you via phone call.

**Please note:** Some UK areas use approved courier partners who may not provide a 2 hour window.



Step  
05

## Delivery

Your medicine will be delivered by HealthNet in a temperature-controlled vehicle or an approved courier.

- + Deliveries can go to your home or another agreed location
- + You (or someone you authorise) will need to sign for the parcel



Future deliveries will follow the frequency set by your healthcare team.

When your next medicine order is ready to book, you will be notified to arrange them through the:

- + One Time Link (OTL)
- + myHealthNet App
- + Patient Portal
- + Patient Support Team

As required by the NHS, we'll always ask you to confirm your current stock levels before arranging more medicine.

Please keep your contact details up to date, including your address, email address, and phone number.

You can update these online via the Patient Portal or myHealthNet App or by calling us.

# Your HealthNet Journey

Step  
06



## Nursing Support (If required)

If your healthcare team has requested nurse support, this may include:

- + Training you to self-administer your medicine
- + Ongoing nurse visits for treatment administration

A member of our Clinical Team will contact you to arrange your first appointment once your initial delivery date is confirmed.

In some cases, you may receive a screening form and a link via SMS or email which will allow you to book your own visit. You'll be asked a few quick questions, and if everything is correct, you'll be shown an available appointment date.

If you need an interpreter, have a history of anaphylaxis, or if any of your details don't match, the system will alert our team. We'll then contact you directly to book your visit manually.

Appointments can take place:

- + **Face-to-face** at home or another suitable agreed location
- + **Virtually**, via Microsoft Teams (depending on treatment requirements)

If your first delivery arrives and you are expecting nursing support, and haven't heard from us yet, please call **0800 083 3060**.

After each appointment, your nurse will send a clinical evaluation to your hospital team, so they stay fully informed.



Continued

## Your HealthNet Journey



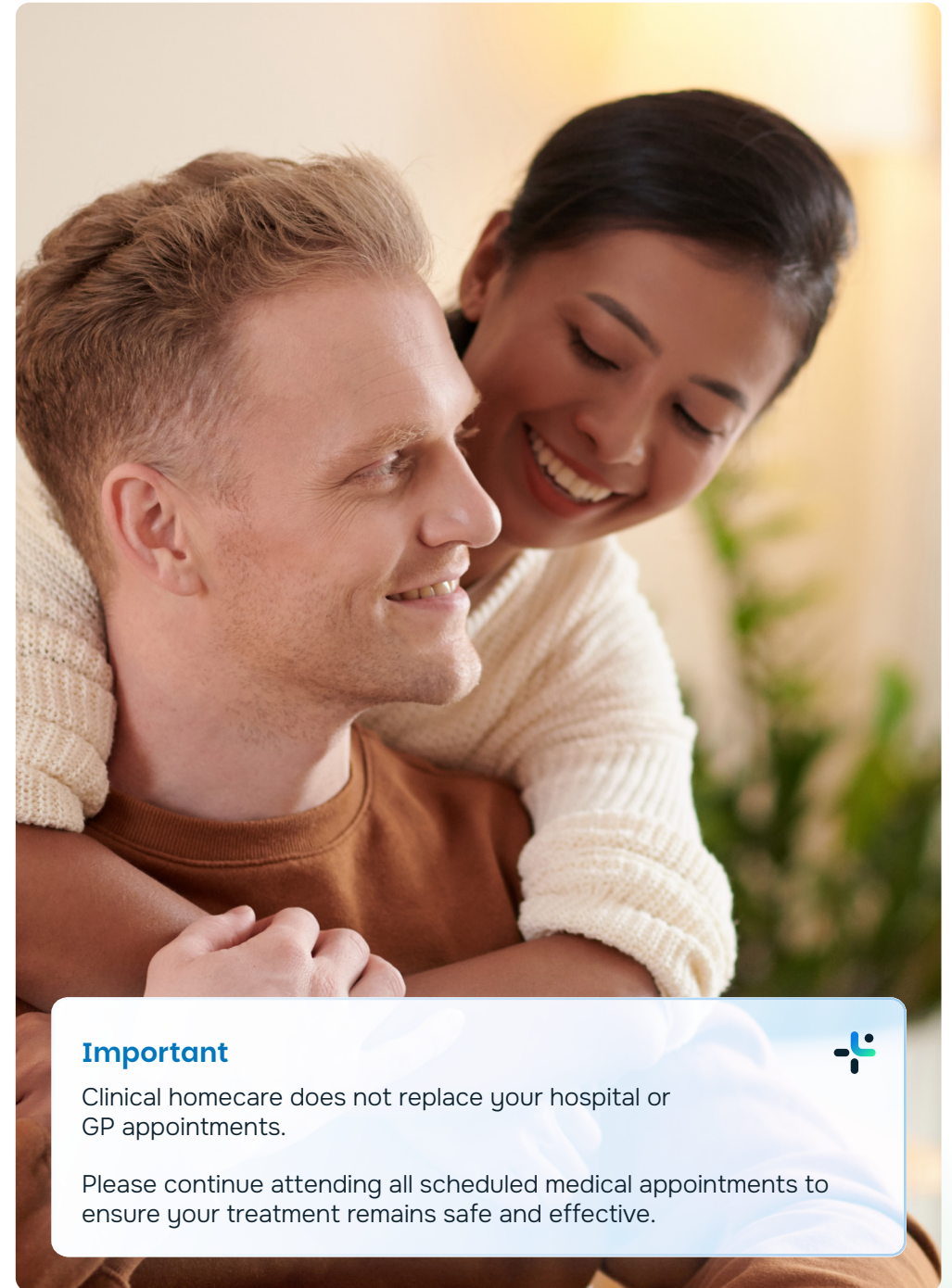
Step  
07



## Ongoing Care

If you require ongoing nursing assessments or check-ins, these will be scheduled as part of your healthcare plan.

You'll continue to receive support, deliveries, and guidance for as long as your hospital team recommends homecare.



### Important



Clinical homecare does not replace your hospital or GP appointments.

Please continue attending all scheduled medical appointments to ensure your treatment remains safe and effective.

# Managing Your Service

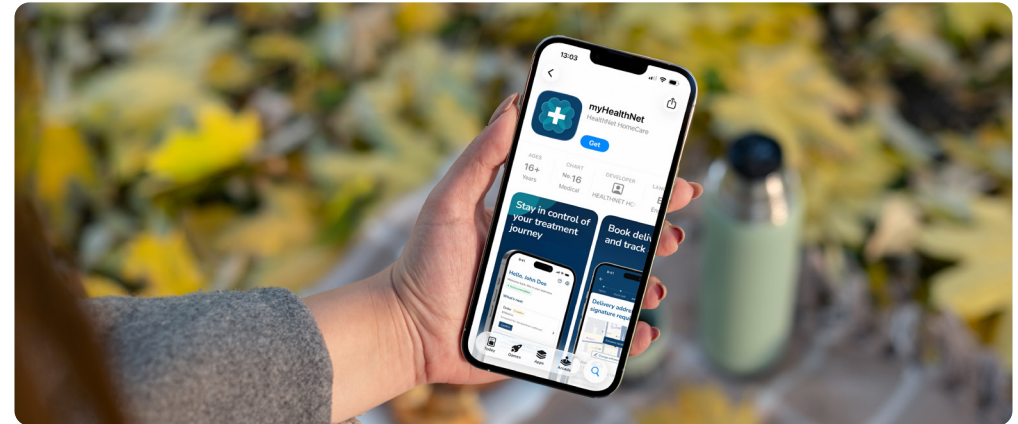


At HealthNet, we want managing your homecare to feel easy and convenient. That's why we encourage you to use our digital tools first - they're the quickest and most efficient way to stay on top of your deliveries. Whether you're booking a delivery slot, updating your details, or tracking your order in real time, the myHealthNet app is designed to keep everything simple and right at your fingertips.



If you ever need a bit of extra help, our Patient Support Team is here at the end of the phone. Many people find our digital tools the fastest option day-to-day, but you can still choose what works best for you.

However you decide to manage your treatment, we're here to make everything as smooth, flexible, and stress-free as possible.



## Why Some Patients May Not Have Access to Our Digital Tools

Most patients can use our digital tools - such as the myHealthNet app, Patient Portal, or One-Time Link - to manage their deliveries quickly and easily. However, there may be times when a patient's hospital chooses not to enable digital access for their specific treatment.

This can happen for a number of reasons, including:

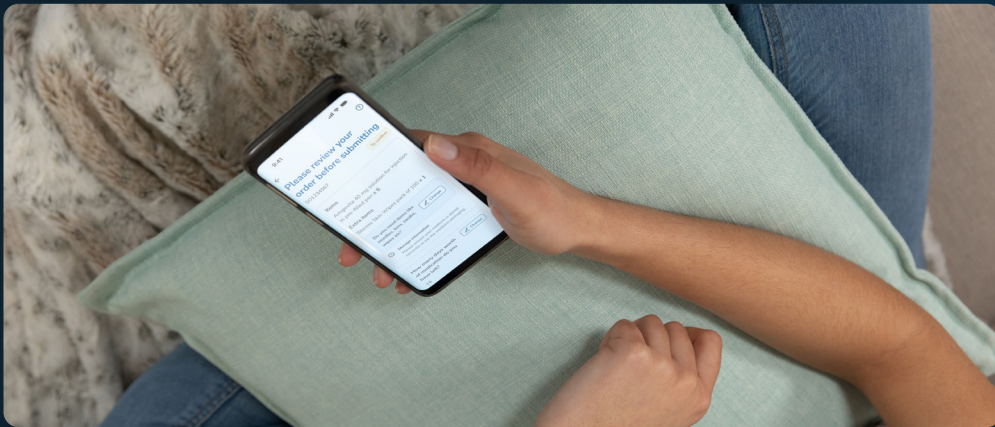
- + The type or complexity of the treatment you're receiving
- + Additional support services linked to your medicine
- + Clinical safety or data governance requirements set by your hospital

Continued

## Managing Your Service

If your hospital has chosen not to activate digital access for your treatment, you may notice that some features or tools are unavailable.

If you have questions about this or feel digital access would help you, please speak directly with your hospital team - they'll be able to review this with you.



No matter what, you will **always** be able to arrange your deliveries and get support by:

- + Phone
- + Email

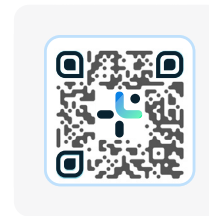
Our Patient Support Team is here to help you manage your homecare in the way that works best for you.

## Setting Up Your Digital Tools



### The myHealthNet App

The myHealthNet App is free to download from the Apple App Store or Google Play Store.



Scan the QR Code to download the myHealthNet App.

It's the quickest and easiest way to manage your homecare service directly from your phone or tablet.

**With the myHealthNet App, you can:**

- + Update your personal details
- + Book, change, or cancel deliveries
- + Track your order and prescription status in real time
- + Order additional non-medicine items (ancillaries) like sharps bins, wipes, and needles

### Important



Please download the [qrco.de/myhealthnet](https://qrco.de/myhealthnet) → of the app - even if you have used myHealthNet before.

Continued

## Managing Your Service



Read the [myHealthNet App User Guide](#), available on the HealthNet website under patient resources.

- Inside the guide, you'll learn how to:
- + Register your account
  - + Download and install the app
  - + Navigate and use all available features

### myHealthNet Patient Portal

If you prefer using a computer or larger screen, the Patient Portal offers a secure and easy way to manage your deliveries.

You will need your unique CT number, sent to you by email, to register.

**Through the myHealthNet Patient Portal, you can:**

- + View upcoming deliveries and order history
- + Manage non-medicine items (ancillaries)
- + Update your contact details
- + Access support information

Access the Patient Portal [my.healthnethomecare.co.uk](https://my.healthnethomecare.co.uk) →

### One-Time Secure Link (OTL)



If you'd prefer not to register for the app or portal, you can still manage your delivery using a secure one-time link sent by SMS, WhatsApp, or email.

With the OTL, automatically you can:

- + Confirm or change your delivery date
- + Update your contact details
- + Track your delivery status

**Email:** [enquiries@healthnethomecare.co.uk](mailto:enquiries@healthnethomecare.co.uk)

At HealthNet, we've worked hard to make sure the information you need is right at your fingertips. Our digital tools are designed to give you the quickest and easiest way to update your details, check appointment information, and manage your homecare safely and securely.

However, we also understand that sometimes you may need to speak with someone directly. Whether something isn't quite clear, you have a question that needs a personal touch, or you simply prefer to talk it through, our team is always here to help.

### Contacting the Patient Support Team

Our Patient Support and Pharmacy Teams are here to help make managing your treatment as smooth as possible.

They are made up of trained Pharmacists, Pharmacy technicians and Patient Support Advisors who can assist with your prescription deliveries and act as your first point of contact for any questions or concerns.

**Phone:** 0800 083 3060

**Monday to Friday:** 8:00am – 6:00pm

**Saturday:** 8:00am – 5:00pm

A voicemail service is available outside these hours.

Messages left will be picked up the next working day.

**Email:**  
[enquiries@healthnethomecare.co.uk](mailto:enquiries@healthnethomecare.co.uk)

When emailing us, please include:

- + Your full name
- + Your HealthNet CT number

This helps us respond to you as quickly as possible.

Continued

## Managing Your Service

### Contacting the Clinical Administration Team



Our Clinical Administration Team are available to help you manage your nurse appointments.

**Monday - Friday: 8am to 6pm**

**Please email:**  
[nursingenquiries@healthnethomecare.co.uk](mailto:nursingenquiries@healthnethomecare.co.uk)

Please include:

- + Your full name
- + Your HealthNet CT number

Or alternatively

**Phone:** 0800 083 3060

### Who We Can Speak To

In most cases, we will speak with you directly about your deliveries.

However, you can nominate an authorised person - such as a spouse, family member, or adult child (aged 16+) - who we can speak to on your behalf.

If you would like to add an authorised person to your file, please let us know when you next contact the Patient Support Team.

**Website:** [www.healthnethomecare.co.uk](http://www.healthnethomecare.co.uk) →





# Your Deliveries – What to Expect



Your hospital team will send us your prescription once you have been referred to homecare.

When you are referred to HealthNet for your medicine deliveries, the hospital team will send us a registration form and prescription.

The prescription tells us:

- + How much medicine to send each time
- + How often deliveries should take place
- + How many deliveries you will need
- + How long the prescription is valid for

When the prescription expires or has been fully used, we will contact your hospital to request a new one so your treatment can continue without interruption.

## What to Expect When Arranging Deliveries

When we contact you to arrange your next delivery, we will:

- + Ask how much medicine you currently have in stock
- + Work with you to choose a suitable delivery date
- + Confirm your delivery address



### Delivery requires a signature

You - or your nominated authorised person - must be available at the agreed time.

If no one is available, the delivery will be returned to the pharmacy and will need to be rearranged.

Continued

## Your Deliveries – What to Expect

### What's Included in Each Delivery

Every delivery will include:

- + Your prescribed medicine
- + A Patient Information Leaflet
- + A sharps bin and any other non-medicine items required

- + A delivery note will be emailed to you

If it's your first delivery, you will also receive:

- + You will receive a Welcome Guide by email or post. You can also download a copy from our website here: [\[insert link\]](#) →
- + Any manufacturer-provided medicine information (where available)



### Ordering Additional Non-Medicine Items (Ancillaries)

Some treatments require extra items such as dressings, wipes, needles, or sharps bins.

These are often referred to as ancillaries.

- + Your first delivery will include everything you need
- + After that, you can order additional non-medicine items through the myHealthNet App, Patient Portal or by calling our Patient Support Team
- + If you're unsure what you require, please call our Patient Support Team medicine.

Following patient feedback, we now supply a 5L purple sharps bin as standard for most therapies.



### Why It's Important to Know Your Medicine Stock

Understanding how much medicine you have helps ensure:

- + You don't run out before your next dose
- + You have enough space in your fridge (if required)
- + You maintain a two-week buffer, which gives time to rearrange deliveries if there's ever a delay

Continued

# Your Deliveries

## – What to Expect



### Your Delivery Experience

#### Who Will Deliver My Medicine?

Your medicine will be delivered by:

- 01.** A trained HealthNet delivery driver
- + Specialist temperature-controlled LF&E vehicles
- + Plain, unmarked vans to ensure privacy
- + Drivers wear LF&E uniform and carry photographic ID

or

- 02.** An approved nationwide courier, such as APC Overnight or Royal Mail (in some remote locations)

- + Fridge items are packaged in insulated, temperature-controlled packaging
- + Room temperature items may arrive in a separate parcel

All medicines needing refrigeration must be placed in your fridge as soon as you receive them (see section 'How to store your medicine' for further information).

### Where Can Deliveries Be Made?



Deliveries can be made to:

- + Your home
- + Your workplace
- + A trusted neighbour, friend, or relative (aged 16 or over)

You can change the delivery address from one delivery to the next - just let us know in advance via the myHealthNet App, Patient Portal or by calling Patient Support so we can plan accordingly.

### Delivery Notifications

Most patients receive an SMS the evening before delivery with a 2 hour time window.

If you don't receive this, or if your area uses a courier that does not provide time windows, please call the Patient Support Team on the morning of your delivery for an update.

### If You're Not In When We Deliver

- + The driver will try to contact you while waiting
- + If we cannot reach you or deliver safely, the delivery will be marked as failed
- + The medicine will be returned to our pharmacy
- + We will contact you by WhatsApp, SMS, email, or phone once the items have been checked back in
- + Only then can we reschedule your delivery

#### Important



Your presence - or the presence of your authorised person - is essential.

Failed deliveries can cause delays in receiving your medicine, so please ensure someone is available at the agreed time.

Continued

## Your Deliveries – What to Expect



### Delivery to Holiday or Temporary Addresses

If you are planning to travel within the UK:

- + Please let us know at least 4 weeks in advance
- + We can deliver to any UK address
- + Deliveries can be arranged through the Patient Portal, the myHealthNet App, or via phone

We cannot usually deliver outside the UK, but our pharmacists can advise you on travelling with your medication.

### Holiday Travel Tips:

- + Make sure your travel insurance covers your medical needs
- + Pack medicines in original packaging
- + Carry a travel letter if needed (we can provide this)

### Your Delivery Experience

Once your parcel arrives:

01. Check all items are present
02. Make sure there is no damage and everything looks as it should
03. Confirm your name and details are correct on labels
04. Refer to the delivery note emailed separately. Fridge items are packaged in insulated, temperature-controlled packaging.

If anything is:

- + Missing
- + Damaged
- + Incorrect

Please contact our Patient Support Team straight away on

**0800 083 3060** or  
**[enquiries@healthnethomecare.co.uk](mailto:enquiries@healthnethomecare.co.uk)**

If possible, include photographs - and please do not dispose of any items until we advise you



# How to Store Your Medicines Safely

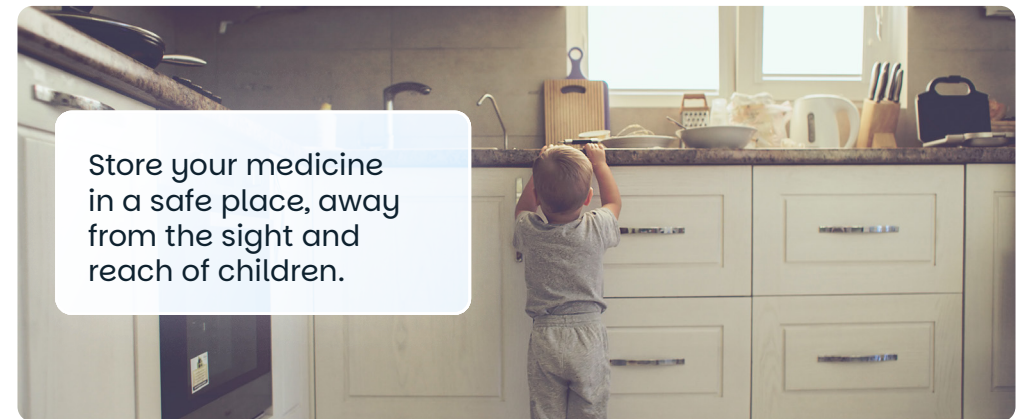


Keeping your medicine at the correct temperature is essential to make sure it remains effective and safe to use. Always follow the storage instructions provided and contact us if you are ever unsure.



## General Tips for Safe Storage

- + **Rotate your stock:** Use the packs with the shortest expiry date first.
- + **Always check the instructions:** Different medicines need different storage conditions.
- + **Read the label:** The product box, dispensing label, and Patient Information Leaflet will tell you exactly how your medicine should be stored.
- + **Ask if you're unsure:** Our Patient Support Team is here to help with questions about medicine storage (not medical advice – your hospital team handles clinical questions).



## Medicines That Do NOT Require Refrigeration

Store at room temperature, usually below 25°C, unless your instructions say otherwise.

Keep them:

- + In a cool, dry place
- + Away from sunlight, radiators, ovens, or fireplaces
- + Out of reach of children and pets

Continued

# How to Store Your Medicines Safely

## Medicines That DO Require Refrigeration

Some medicines need to stay cold to remain effective.

### When your delivery arrives

- + Put refrigerated items in your fridge as soon as possible.
- + These medicines will arrive in special insulated packaging or via a refrigerated vehicle.

### How to store them at home

- + Place them in the main body of the fridge between +2°C and +8°C
- + Do not store them in the fridge door (temperature fluctuates)
- + Do not store near the freezer compartment
- + Never freeze your medicine

If you're unsure how long to leave your medicine out of the fridge before administering it, please contact our Nursing Team:

**0800 083 3060**

Or visit: [healthnethomecare.co.uk/healthnet-nursing-service](https://healthnethomecare.co.uk/healthnet-nursing-service) →

Always follow the instructions provided with your specific medicine.

## Before Using Refrigerated Medicines

Some medicines need time to warm slightly before use.



## If Something Goes Wrong

If you think your medicine may have been affected by:

- + A fridge breakdown
- + A power cut
- + Accidental freezing
- + Being left out for too long

Please contact our Patient Support Team immediately.

**0800 083 3060**

[enquiries@healthnethomecare.co.uk](mailto:enquiries@healthnethomecare.co.uk)

Please do not use or dispose of the medicine until we've advised you.

## Side Effects and Product Issues

As part of your homecare service, HealthNet is required to collect information that helps keep medicines safe. This includes anything you experience while taking your medicine - even if it doesn't seem related to your condition - as well as any issues with the medicine or the device it comes with.

These are known as Adverse Events, Adverse Drug Reactions, or Product Quality Complaints.

## How to Store Your Medicines Safely



### If You Experience Side Effects

If you think you may be experiencing a side effect from your medicine:

- 01** Contact your hospital team or GP straight away. They will give you clinical advice and decide what to do next.
- 02** You can also report side effects directly to the MHRA through the Yellow Card Scheme: [www.mhra.gov.uk/yellowcard](http://www.mhra.gov.uk/yellowcard) or via the Yellow Card app.

Reporting side effects helps improve medicine safety for everyone who uses it.

### If You Notice a Problem with Your Medicine or Device

A product quality complaint may involve:

- + Packaging issues: damaged box, incorrect label, missing leaflet
- + Problems with the medicine: unusual appearance, unusual smell, or unexpected consistency
- + Device issues: pens, syringes, needles, or injection devices that don't work as expected

#### What to do

- 01** Store the medicine safely and follow its usual storage instructions.
- 02** Contact our Patient Support Team immediately.
- 03** Do not dispose of the medicine or device. We may need to arrange a collection so the manufacturer can investigate.

These checks ensure that medicines meet strict quality standards and help identify any issues that could be improved.





# HealthNet Nursing Service – Supporting you every step of the way



At HealthNet, our nursing service is here to make your treatment journey as simple, safe, and supportive as possible.

Our nurses are dedicated to helping you feel confident with your medicine - whether that means teaching you how to administer it, supporting you during treatment, or being available when you need advice.

## How Our Nursing Team Can Support You

### Face-to-face Appointments

A HealthNet nurse can visit you at home to:

- + Explain your medicine and how it works
- + Show you how to administer your treatment
- + Stay with you until you feel fully confident

This means fewer hospital trips and more care in the comfort of your own home.

### Virtual Nursing Appointments

Some treatments can be supported through a video or telephone appointment. Virtual consultations are carried out by real HealthNet nurses. These appointments are ideal for:

- + Injection training
- + Checking technique or dose preparation
- + Reviewing progress

- + Answering treatment questions (within the scope of your prescribed plan)

### Support by Phone

If you have questions or need reassurance, our nurses are only a phone call away.

We're here to help you feel safe and supported throughout your treatment.

### Our Standards of Care

You can feel confident knowing that all HealthNet nurses are:

- + Highly trained and experienced
- + Registered with the Nursing & Midwifery Council (NMC)
- + Regulated by national bodies, including:

- + Care Quality Commission (CQC) - England
- + Care Inspectorate Scotland (CIS)
- + Regulation and Quality Improvement Authority (RQIA) - Northern Ireland

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## HealthNet Nursing Service – Supporting you every step of the way

All of our nurses receive ongoing therapy training and updates, alongside training in:

- + Safeguarding
- + Infection prevention and control
- + Pharmacovigilance (monitoring medicine safety)

This ensures you always receive safe, high quality care.

### How We Keep You Safe

- + Nurses use secure electronic systems to access your prescription during visits
- + All appointments and updates are added to your patient record
- + Your hospital team receives these updates, so they always have a clear picture of your progress
- + This close communication helps your healthcare team make the best decisions for your care.

### Tailored Support for Your Needs

Every patient is different. That's why our nursing support is flexible and personalised.

We offer:

- + Training at your pace
- + Visit schedules tailored to your treatment
- + Extra support when you need it most

These programmes help build confidence, reduce stress, and support you to stay on track with your treatment.

If you feel you need further training or support, after your initial nurse visit, you can contact us on:

**0800 083 3060** or by emailing:  
**nursingenquiries@healthnethomecare.co.uk**

### Specialist Support for Rare Conditions

If you have a rare, orphan or complex condition, we can design a personalised care pathway to ensure your needs are met safely and sensitively.

### If You Need Help

Our Clinical Admin(istration) Team are available to help you manage your nurse appointments.

**Monday - Friday: 8am to 6pm**

**Please email:**  
[nursingenquiries@healthnethomecare.co.uk](mailto:nursingenquiries@healthnethomecare.co.uk)

Please include:

- + Your full name
- + Your HealthNet CT number

Or alternatively

**Phone: 0800 083 3060**



# You Are in Safe Hands



At HealthNet, your safety, comfort, and wellbeing come first.

Since 2015, we've worked closely with the NHS to support thousands of patients across the UK.



Our nurses, pharmacists, and pharmacy technicians work together to make managing your treatment at home as safe, simple, and stress-free as possible - so you can focus on what matters most: your health.



## Our Commitment to Your Care

### Putting Safety First

Your medicines, equipment, and prescriptions are managed in line with strict national standards and regulations. Every delivery and appointment follows clear safety checks to ensure your treatment is handled correctly and securely.

### Expert Clinical Support

Our nursing team is highly trained, experienced, and professionally regulated. Whether your appointment takes place in your home or virtually, you'll receive expert care tailored to your treatment plan.

### A Service Built Around You

We take time to understand your needs and preferences. Our team works with you to make your treatment journey as straightforward and reassuring as possible.

Continued

# You Are in Safe Hands

## How We're Regulated

HealthNet services are closely monitored by national regulators to ensure high standards of safety, quality, and professionalism.

We are regulated by:

**General Pharmaceutical Council**

General Pharmaceutical Council (GPhC)

 Medicines & Healthcare products Regulatory Agency

Medicines & Healthcare products Regulatory Agency (MHRA)

 Inspected and rated  
Good  
Care Quality Commission

Care Quality Commission (CQC) – England

 care inspectorate

Care Inspectorate – Scotland

 The Regulation and Quality Improvement Authority

Regulation and Quality Improvement Authority (RQIA) – Northern Ireland

 ico.  
Information Commissioner's Office

Information Commissioner's Office (ICO)

 Home Office

Home Office

**These organisations set and enforce rules covering:**

- + How medicines are ordered, stored, packed, and delivered
- + Prescription management and dispensing
- + Home and virtual nursing care
- + Patient safety checks and incident reporting
- + Protection of your personal information (GDPR)
- + How concerns and complaints are handled



## Professional Standards and Training

All HealthNet nurses are registered with the Nursing & Midwifery Council (NMC) and complete regular training in:

- + Safeguarding
- + Infection prevention and control
- + Pharmacovigilance (monitoring medicine safety)
- + Data protection
- + NHS homecare standards

This ongoing training ensures your care remains safe, up to date, and delivered to the highest professional standards.

Continued

## Quality Care at HealthNet



### Memberships & Partnerships

We are proud members of:



National Clinical Homecare Association (NCHA)



National Pharmacy Association (NPA)

We also work in trusted partnership with:



The NHS



LF&E, our specialist logistics partner

These partnerships help us deliver safe, reliable, and timely care for every patient.

### Audits and Quality Assurance

Although HealthNet is a private organisation, we follow the same high standards expected within the NHS.

To maintain quality and safety:

- + Our services are audited regularly

- + Regulatory bodies and pharmaceutical partners check our compliance
- + Processes are reviewed to identify and make improvements

This means every part of your service is continuously monitored for safety and effectiveness.

### Respect and Courtesy

Everyone at HealthNet is committed to supporting your care with professionalism and kindness.

We kindly ask that interactions with our team are respectful.

To protect our staff and other patients, we reserve the right to withdraw services if someone behaves in a violent, threatening, or aggressive manner.

### Your Role in Quality Care

You play an important part in helping us deliver safe and reliable homecare. We ask that you:

- + Store your medicines as instructed
- + Keep scheduled appointments (and let us know if plans change)
- + Share feedback—your experience helps us improve

**Email:**

[feedback@healthnethomecare.co.uk](mailto:feedback@healthnethomecare.co.uk)





# How to raise a concern or give us feedback



At HealthNet Homecare, we are committed to providing safe, high-quality care with respect and compassion. Your feedback helps us improve and grow. Whether you have a suggestion, compliment, or concern, we value your voice. We see all feedback, concerns and complaints as opportunities to learn and do better, for you and all our patients.

Please be assured that your feedback will be handled confidentially and will not affect the care you receive.



## Providing feedback

There are many ways for you to provide feedback, this can be over the phone to one of our Patient Support Advisors or you can visit our TrustPilot page. We also invite you to take part in an annual NHS survey, where the results are published and shared with commissioners in the NHS responsible for your care.



Our Nursing team will also send invites following a nursing visit so we can review and improve our clinical services.

**If you have a concern or urgent issue.** We aim to quickly resolve all patient queries, issues or concerns and our Patient Support Team are here to help, please call us straight away:

**0800 083 3060**

**Monday to Friday: 8:00am – 6:00pm**

**Saturday: 8am - 5pm**

## If you still have concerns

If you feel we haven't been able to resolve your issue or concern, please ask to speak with one of our **Patient Support Managers**. If they're unavailable, we'll arrange for them to call you back as soon as possible. They will listen to your concerns and support resolving the issue, if necessary, they can start the formal complaint process for you.

Continued



## How to raise a concern or give us feedback

### If you wish to make a Formal Complaint

Our **Feedback team** handle all formal complaints. You can contact them by:

**Email:** [feedback@healthnethomecare.co.uk](mailto:feedback@healthnethomecare.co.uk)

**Post:**  
HealthNet Homecare (UK) Limited  
Unit 1 & 2 Alfred Eley Close  
Swadlincote, DE11 0WU

Please include:

Your **name**  
Your **CT number**  
Details of the issue

Include 'Formal Complaint' in title of email.

### What Happens Next?

We will acknowledge your complaint within 3 working days.

One of our Patient Advocates may contact you to make sure we fully understand your concerns.

We aim to provide a full written response within 30 working days. If we need more time, we'll let you know and confirm when you can expect a response.

### If You're Not Satisfied

If you're unhappy with our response:

Contact us using the details in your written response.

We'll review your concerns and provide an updated response or explain how they were addressed.

If you're still not satisfied, you can escalate your complaint to the Head of Patient and Customer Optimisation. They will contact you to discuss and try to find a solution.

### External Support

If you still feel your complaint hasn't been resolved, you can contact:

#### England & Wales

Health Service Ombudsman  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)  
Tel: **0345 015 4033**

#### Scotland

Care Inspectorate  
[www.careinspectorate.com](http://www.careinspectorate.com)  
Tel: **0345 600 9527**

Or Scottish Public Services Ombudsman (SPSO)

[www.spsso.org.uk](http://www.spsso.org.uk)  
Tel: **0800 377 7330**

#### Northern Ireland

Regulation & Quality Improvement Authority  
[www.rqia.org.uk](http://www.rqia.org.uk)  
Tel: **028 9536 1111**

Or Northern Ireland Ombudsman

[www.nipso.org.uk](http://www.nipso.org.uk)  
Tel: **0800 34 24 34**



Continued

## How to raise a concern or give us feedback



### Learning and Improving Together

Your feedback matters to us. Every comment, complaint, or suggestion helps us understand where we can improve and make meaningful changes. We carefully review and document each concern, track trends, and share insights with senior leaders. This allows us to update procedures, train and support our staff, and enhance the experience for all patients. We regularly monitor improvements to ensure they make a real difference and report these in our quality and safety reviews. Thank you for helping us provide better care.

# Your Responsibilities as a HealthNet Patient



To help us provide you with safe, reliable, and timely care, there are a few important responsibilities you have as part of your homecare service. supports your health, wellbeing, and confidence in your treatment.

Continued

# Your Responsibilities as a HealthNet Patient

These actions help ensure you never run out of medicine, receive the right support at the right time, and stay safe throughout your treatment.

We're here to support you every step of the way - and by working together, we can make your homecare experience as smooth and stress free as possible.

## Staying in Contact

To keep your service running smoothly, please:

- + **Be available for calls** from our Patient Support Team when we need to arrange or confirm deliveries.

- + **Return our calls** if you miss us - or confirm your delivery when prompted through the Patient Portal or myHealthNet App.
- + **Be contactable by our Nursing Team** if your treatment includes nursing support and return calls if we try to reach you.

Please make sure that:

- + You or an authorised person (aged 16+) are at the agreed location at the scheduled delivery time.
- + You are available at the agreed time for any nurse visit, virtual appointment, or clinical support call.
- + You let us know as soon as possible if your plans change.

This helps prevent delays in getting your medicine and avoids the need to rearrange appointments.



## Being Ready for Deliveries & Appointments

## Using Your Medicine Safely



To keep your treatment safe and on track, please:

- + Store your medicine correctly, following the storage instructions provided.
- + Provide a stock check when asked by the Patient Support Team - this helps ensure you never run out.
- + Tell us or your hospital team straight away if you think there's a problem with your medicine, dose, or delivery.
- + Do not dispose of any medicine or non-medicine (ancillaries) you believe may be faulty. Please store them safely until we advise you - we may need to collect them for investigation.

## Reporting Safety Concerns

Please report:

You play a vital role in helping keep medicines safe.

- + Any Adverse Events or side effects to your hospital team or GP.
- + Any product quality concerns (e.g., damaged packaging, faulty devices) to HealthNet as soon as possible.

Prompt reporting helps protect you and improves safety for other patients.

If you will be travelling:

## Planning Ahead

- + Please let us or your hospital team know as early as possible, ideally at least 4 weeks before you go.
- + This allows us to arrange extra medicine or adjust delivery plans, so you have everything you need while away.



## Working in Partnership

Your homecare service is a partnership between you, your hospital team, and HealthNet.

By keeping in touch, preparing for deliveries, storing your medicine safely, and reporting any issues, you help us provide the best possible care.

If you need help with any of your responsibilities, or if something feels difficult, please just let us know - we're always here to support you.

# Your Privacy Matters



We understand how important your privacy is, and we take great care to protect any personal information we hold about you.

We understand how important your privacy is, and we take great care to protect any personal information we hold about you.



Our Privacy Policy explains how we collect, use, store, and safeguard your information throughout your homecare journey. You can read it at:

[www.healthnethomecare.co.uk/privacy-policy](http://www.healthnethomecare.co.uk/privacy-policy) →

If you have any questions about how your information is handled, or if you would like to exercise your data protection rights, you can contact our Data Protection Officer:

dpo@healthnethomecare.co.uk

**0800 083 3060**

We are committed to keeping your information secure and treating it with the highest level of care.

# How to Contact Us



We're here to support you throughout your homecare journey.

Depending on what you need help with, there are different ways to get in touch.



We're here to support you throughout your homecare journey.

Depending on what you need help with, there are different ways to get in touch.

## Patient Support Team

For help with deliveries, stock checks, non-medicine items (ancillaries), or general homecare queries:

enquiries@healthnethomecare.co.uk

**0800 083 3060**

## Nursing Team

For queries about your nurse appoint please contact our Clinical Administration Team:

**Monday - Friday: 8am to 6pm**

**Please email:** nursingenquiries@healthnethomecare.co.uk

Please include:

- + Your **full name**
- + Your **HealthNet CT number**

Or alternatively

**Phone: 0800 083 3060**

## Side Effects or Adverse Reactions

If you experience any side effects:

- + Please speak to your hospital clinical team or your GP as soon as possible. They can advise you on your treatment and what to do next.

## Reporting a Faulty Medicine or Device

If you think your medicine or injection device is damaged or not working as expected:

enquiries@healthnethomecare.co.uk

**0800 083 3060**

Please do not dispose of the item until we advise you.



Continued

## How to Contact Us

### Making a Complaint

If you have concerns about your service and wish to make a complaint:

[enquiries@healthnethomecare.co.uk](mailto:enquiries@healthnethomecare.co.uk)

(Include your full name and CT number.)

### Data Protection Enquiries

For questions about how your information is used or stored:

[dpo@healthnethomecare.co.uk](mailto:dpo@healthnethomecare.co.uk)

0800 083 3060







[www.healthnethomecare.co.uk](http://www.healthnethomecare.co.uk)

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