



Welcome to HealthNet

Welcome Guide for Healthcare Professionals

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 on our website.

healthnethomecare.co.uk →

This guide will help you understand how our clinical homecare services work and what to expect when you refer your patient to us.

Contents

HealthNet at a Glance	04	Capacity	30
Welcome to HealthNet	08	Therapy Areas	31
Clinical Homecare	12	Digital Tools & Technology	32
Your Patients' Journey	16	Infrastructure, Governance & Compliance	39
Prescription Management	20	Why Choose HealthNet?	40
The Prescription Journey	24	Contact Us	42
Transitions	29		



Your Welcome Guide



HealthNet at a Glance



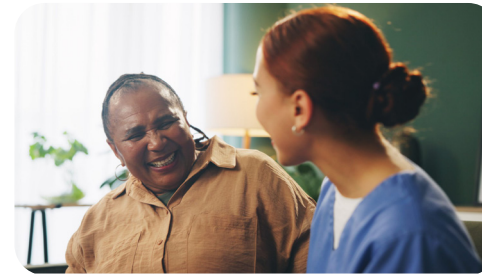
This quick reference overview highlights the essential points you may need when working with HealthNet.

For full details, please refer to the relevant sections throughout this guide.

Who We Are

HealthNet is one of the UK's leading clinical homecare providers, working in partnership with NHS Trusts, ICSs and pharmaceutical companies to deliver safe, high-quality care closer to home.

See: Who We Are – HealthNet



What We Do

We provide fully integrated homecare services, including:

- + Specialist medicines supply
- + Expert nursing for a wide range of complex therapies
- + Temperature controlled delivery logistics
- + Digital tools for patients and clinicians
- + Virtual support and remote monitoring

See: What Is Clinical Homecare?

Where We Operate

National coverage across the UK with two fully automated national pharmacies (Swadlincote & Featherstone), regional nurse teams and a temperature controlled delivery network reaching all postcodes.

See: Capacity, Resilience & Future Growth

Key Stats

- + **97%** patient satisfaction
- + End to end digital visibility for clinicians and patients
- + Two-hour delivery windows and realtime driver tracking
- + Tens of thousands of patients supported across all major therapy areas

See: Why Choose HealthNet?





Digital Tools Available

For Patients:

- + Patient Portal for booking, tracking, and treatment updates
- + myHealthNet app - booking, tracking and treatment updates on the move

For Clinicians:

- + Clinician Gateway providing realtime patient visibility
- + eSign Hub for fast, fully digital prescription signing
- + Healthcare.Anywhere for virtual nursing and education
- + AdherePredict for proactive adherence insights

See: Digital Tools and Technology

The Patient Journey

- 01 Referral & Onboarding** - Prescription and clinical checks
- 02 Booking** - patient chooses delivery via Portal, app or phone
- 03 Delivery** - temperature controlled, with 2 hour time slot*
- 04 Nursing Support** - home visits or virtual training as required
- 05 Ongoing Support** - digital reminders, monitoring and clinician visibility

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

See: Your Patients' Journey with HealthNet

Prescription Submission Routes

- + Clinician Gateway Upload (coming soon)
- + eSign Hub (preferred method)
- + Urgent email for time critical cases
- + Posted prescriptions to either HealthNet pharmacy

See: Prescription Management at HealthNet



Contact Routes

- + Your dedicated HealthNet Business Development Manager
- + **Client Services:** client.services@healthnethomecare.co.uk
- + **Clinician Hub:** healthnethomecare.co.uk/healthcare-professionals

See: Stay Connected & Access Support



Welcome to HealthNet



This welcome guide has been created to help you understand who we are, how our clinical homecare services work and what you can expect from us. Inside you'll find answers to the most common questions you or your patients may have.

If you still have questions after reading this guide, please visit our Healthcare Professional Hub our website at www.healthNethomecare.co.uk/healthcare-professionals.co.uk.



Who We Are – HealthNet

HealthNet is one of the UK's leading clinical homecare providers, working in partnership with the NHS and pharmaceutical organisations to deliver NHS standard care in the community.



We support the safe and effective management of treatment outside the hospital setting through integrated services that include:

- + Specialist medicines supply
- + Expert nursing across a wide range of complex therapies
- + Secure, temperature-controlled logistics
- + A fully integrated digital ecosystem providing visibility and efficiency throughout the patient pathway

Our Purpose

Our purpose is clear:

to make healthcare more accessible, efficient, and responsive by delivering high quality care closer to where patients live.

By enabling treatment at home or in local community settings, we help increase system capacity, reduce pressure on acute services, improve patient experience and outcomes.



How We Support the NHS

HealthNet operates as an extension of clinical teams, working closely with specialist nurses, consultants, pharmacists, MDTs, Trusts, and ICSSs to ensure coordinated, safe, and patient centred care.

This includes:

- + A dedicated Business Development Manager for every Trust and Health Board, providing consistent day-to-day partnership support
- + Clear onboarding and communication processes to ensure smooth service launches and ongoing delivery
- + Robust governance aligned with UK regulatory requirements
- + Specialist pharmacy, logistics, clinical and digital operations designed for high cost and complex therapies
- + Digital visibility of the patient journey to reduce administrative burden and improve turnaround times



Our Commitment

By combining specialist nursing, strong clinical governance and smooth, well co-ordinated service pathways, we help clinicians offer treatments that feel easier and less stressful for patients. Our approach makes medicines more accessible -

bringing care closer to home, reducing disruption to daily life, and ensuring every step feels supported and safe. Together, we enable patients to receive the treatments they need with greater comfort, confidence, and convenience.

Clinical Homecare



Clinical homecare enables your patients to receive key elements of their treatment safely and conveniently in their own homes.



What is Clinical Homecare?

Clinical homecare services typically include:

- + Specialist medicines supply
- + Nursing support and clinical assessments
- + Injection training
- + Virtual monitoring
- + Digital self-management tools

Homecare blends clinical expertise with secure logistics, digital innovation, and predictive tools that help patients manage complex therapies in familiar surroundings. Rather than replacing NHS services, homecare complements and enhances them.

Clinical Homecare:

- + Reduces unnecessary hospital visits
- + Eases pressure on clinical teams
- + Strengthens community based and digital first pathways
- + Improves patient experience through flexible support

Clinical homecare is increasingly important for long term and specialist conditions, including rheumatology, dermatology, gastroenterology, neurology, respiratory disease, renal conditions, haematology, and rare and complex diseases.





Why Clinical Homecare Matters

For the NHS

Clinical homecare delivers clear operational and system benefits.

Clinical Homecare:

- + Reduces demand on hospital services
- + Supports the NHS 10 Year Plan by shifting appropriate care closer to home
- + Cuts the need for emergency attendances and hospital travel (<https://www.clinicalhomecare.org/bestkeptsecret/>)
- + Expands outpatient capacity, with many NHS professionals reporting increased efficiency when homecare is used effectively

In a climate of rising demand and workforce pressures, the ability to move suitable elements of care into the community provides meaningful support for clinical teams while maintaining continuity and quality of care.

For Patients

Clinical homecare offers:

- + A more convenient, personalised treatment experience
- + Reduced travel and disruption to daily life
- + Greater independence through digital tools and flexible scheduling
- + Reassurance through nurse visits, virtual consultations, and remote monitoring

Support remains continuous, whether patients are adjusting to a new therapy or managing long term treatment.



Your Patients' Journey



HealthNet aim to provide a seamless, predictable experience from referral to ongoing support.



Step
01

Referral & Onboarding

- + Prescription and clinical details received
- + Pharmacy and onboarding checks completed
- + Patient contacted via email or phone with next steps



Step
02

Delivery Scheduling

Patients can book via:

- + One-Time, secure booking link
- + Patient Portal
- + myHealthNet app
- + Patient Support Team

Every patient receives a unique CT number for future deliveries.



Step
03

Secure Delivery

- + Notifications sent with a two-hour delivery window
- + Temperature controlled, signed for logistics ensure safe handover

Your Patients' Journey

Step
04



Nursing Support (if required)

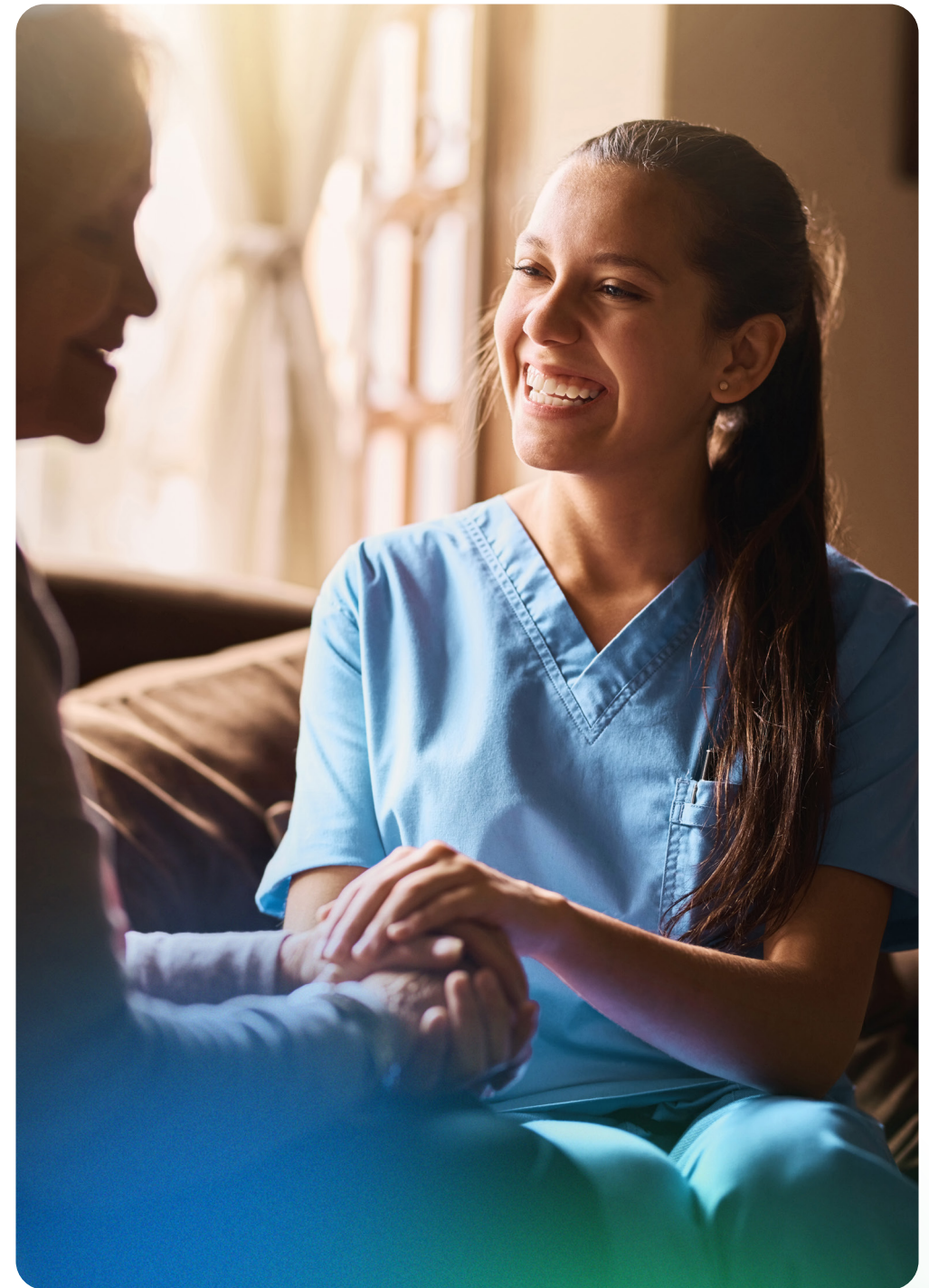
- + Home visits or virtual consultations for training, administration, and assessments
- + Full updates returned to the referring clinician after each interaction

Step
05



Ongoing Support

- + Digital tools for reminders, scheduling, and monitoring
- + Predictive tools like AdherePredict highlight potential adherence concerns for early intervention



Prescription Management



Safe, transparent and increasingly digital prescription processes

This section outlines the prescription routes available today, how each one works, and upcoming digital developments.

HealthNet provides a secure, governed and fully traceable prescription management service to ensure patients receive their medicines quickly, safely, and with minimal administrative burden for clinical teams.

Prescription management is a key step in the patient journey and underpins the safety, efficiency and turnaround times of homecare services. Regardless of submission method, every prescription follows the same high governance pathway once it reaches our pharmacy teams.



How to Submit Prescriptions

Healthcare professionals can submit prescriptions to HealthNet using any of the following routes. All options are compliant with national standards and supported by full audit trails.

Clinician Gateway Prescription Upload

A major new enhancement enabling clinicians to upload prescriptions directly through the Gateway.

Why this matters:

- + Faster and safer than email or post
- + Integrated directly with the Patient Pathway
- + Digital upload reduces manual handling and improves turnaround
- + Clear visibility for prescribers and governance teams



Continued

How to Submit Prescriptions



Electronic Prescription Signing (eSign Hub)

HealthNet's eSign Hub is an NCHA approved, fully digital signing workflow.

Features:

- + Paperless, secure and quick
- + Supports multiple authorised signatories
- + Automated audit trail
- + Eliminates delays from postal systems
- + Average turnaround ~ 2 hours

This is the preferred method for many Trusts looking to modernise clinical governance processes.

Urgent Email Submissions

For urgent or time critical cases, clinicians may email a scanned or photographed prescription.

Requirements:

- + Original prescription must still be submitted unless a formal retention agreement is in place with the Trust or Health Board
- + For immediate use only where treatment cannot be delayed

Paper Prescriptions (Posted)

Prescriptions can be posted to either HealthNet pharmacy:

- + Featherstone (West Yorkshire)
- + Swadlincote (Derbyshire)

On arrival:

- + Prescription is logged and scanned
- + Digitised into our Document Management System (DMS)
- + Linked to the patient's record to create a full audit trail

Some Trusts choose to retain originals, subject to a signed agreement confirming secure storage for two years.

Future Development: EPS for Homecare

HealthNet is actively involved in national programmes exploring Electronic Prescription Service (EPS) expansion into homecare.

EPS for Homecare is currently in early pilot stages nationally. We will share further updates on our website.



The Prescription Journey



This section explains what happens once we receive a patient's prescription. Regardless of how it's submitted, prescriptions follow a consistent, governed and traceable pathway through our pharmacy and clinical systems.



Receipt & Digital Capture

- + Paper prescriptions scanned into the Document Management System (DMS)
- + Electronic files uploaded directly into the Pharmacy Medication Record (PMR)
- + Full audit trail created at each step



Clinical Review by a Specialist Pharmacist

Every prescription undergoes a structured clinical review to ensure:

- + Legal validity
- + Correct dose, strength and quantity
- + Clinical appropriateness
- + Alignment with the patient's prescribed regimen
- + No interactions or inconsistencies

Only prescriptions meeting all criteria progress to dispensing.



Order Creation & Patient Booking

Once validated, an order is created, and patients receive booking options via:

- + Patient Portal
- + OneTime Booking Link
- + myHealthNet mobile app
- + Patient Support Team (for those who prefer phone contact)

Patients select a delivery date that suits them, helping reduce failed deliveries and increase adherence.



Dispensing & Accuracy Checks

The day before dispatch -

Dispensary Team:

- + Assemble medicines, consumables and ancillaries

Accuracy Checking Technician (ACT) - Carries out eight safety checks:

- | | |
|-------------------------|-----------------------------|
| 01 Right Patient | 05 Right Quantity |
| 02 Right Product | 06 Right Ancillaries |
| 03 Right Form | 07 Right Address |
| 04 Right Dose | 08 Right Date |



Packing & Warehouse Transfer

- + Tamper-evident packaging applied
- + Temperature control materials added for cold chain items
- + Transferred to warehouse ready for dispatch



Delivery via Temperature Controlled Transport

Delivered using a mix of:

- + LF&E Refrigerated Transport
- + Royal Mail (location dependent)

Delivery features include:

- + Two hour SMS delivery window
- + Overnight trunking and regional sortation
- + Dual-chamber vehicles maintaining ambient + chilled temperatures



Continued

The Prescription Journey

Why This Matters for Clinicians

Our prescription management process is designed to support NHS teams and enhance clinical pathways.

You benefit from:

- + Full end to end traceability
- + Strong clinical governance and regulatory compliance
- + Reduced delays and fewer rejections
- + Multiple submission routes to suit Trust workflows
- + A clear digital roadmap towards paperless solutions

Transitions: Supporting You Through Change



Homecare transitions - whether provider switches, new medicines, or biosimilar moves - can be time consuming.

Our Transition Team manages this process end-to-end:

- + Patient registration and communication
- + Pre-populated prescription templates

- + Delivery co-ordination
- + Nursing appointments
- + Visibility via the Clinician Gateway

Our transition model has been tested at scale across tens of thousands of patients.

Capacity: Resilience & Future Growth

Our investment strategy ensures HealthNet can scale alongside NHS demand.

We are expanding:

- + Pharmacy automation
- + Digital systems and infrastructure
- + Customer support capacity

Highlights include:

- + Growing digital-first patient interactions
- + AI powered contact centre integration (forthcoming)
- + Two national automated pharmacies processing up to 80,000 orders per week
- + A delivery network covering all UK postcodes

This infrastructure supports rapid growth, new therapy launches, and large scale patient transitions without compromising service quality.



Therapy Areas We Support Currently

We deliver homecare across many therapy areas, including:

Rheumatology

Dermatology

Gastroenterology

Respiratory

Neurology

Renal

Cardiovascular

Haematology

Rare & complex diseases

For complex therapies - including IV antibiotics, HPN, immunoglobulin, oncology treatments, transplant support, lysosomal storage disorders, and intestinal failure - we provide specialist nursing for both adult and paediatric patients, supported by bespoke logistics and enhanced digital monitoring.

You can request our full service directory by emailing client.services@healthnethomecare.co.uk or visiting www.healthnethomecare.co.uk/healthcare-professionals

Digital Tools & Technology



HealthNet's digital ecosystem is designed to make homecare simpler, safer, and more transparent for both clinicians and patients. Below is an expanded, indepth description of each tool, plus an enhanced FAQ for the Patient Portal and mobile app.



Digital Tools for Patients

The Patient Portal

A secure online platform giving patients control and visibility over their treatment at home.

It is designed to reduce administrative burden, minimise missed deliveries, and help patients stay engaged with their therapy.



Key Features:

Delivery Management

- + Book or reschedule deliveries online anytime
- + Track drivers in real time on the day
- + View delivery history and past orders

Prescription & Treatment Information

- + View prescription status
- + Receive alerts when a new prescription is needed

Account & Communications

- + Update personal details
- + Report issues or request help
- + Access secure messages from the HealthNet Patient Support Team

Accessibility

- + Designed for desktop
- + Easy to read dashboard
- + Accessible for patients with visual or cognitive needs

Continued

Digital Tools for Patients

myHealthNet Mobile App (iOS & Android)

A companion mobile app that mirrors the features of the Patient Portal, with additional app-specific capabilities.

Key Features:

Push Notifications

- + Delivery reminders
- + Alerts when action is needed
- + Notifications of prescription or treatment updates

Quick Access

- + One tap delivery booking
- + Digital ID for quick verification
- + Save preferred delivery locations or safe places

Digital Tools for Clinicians

Clinician Gateway

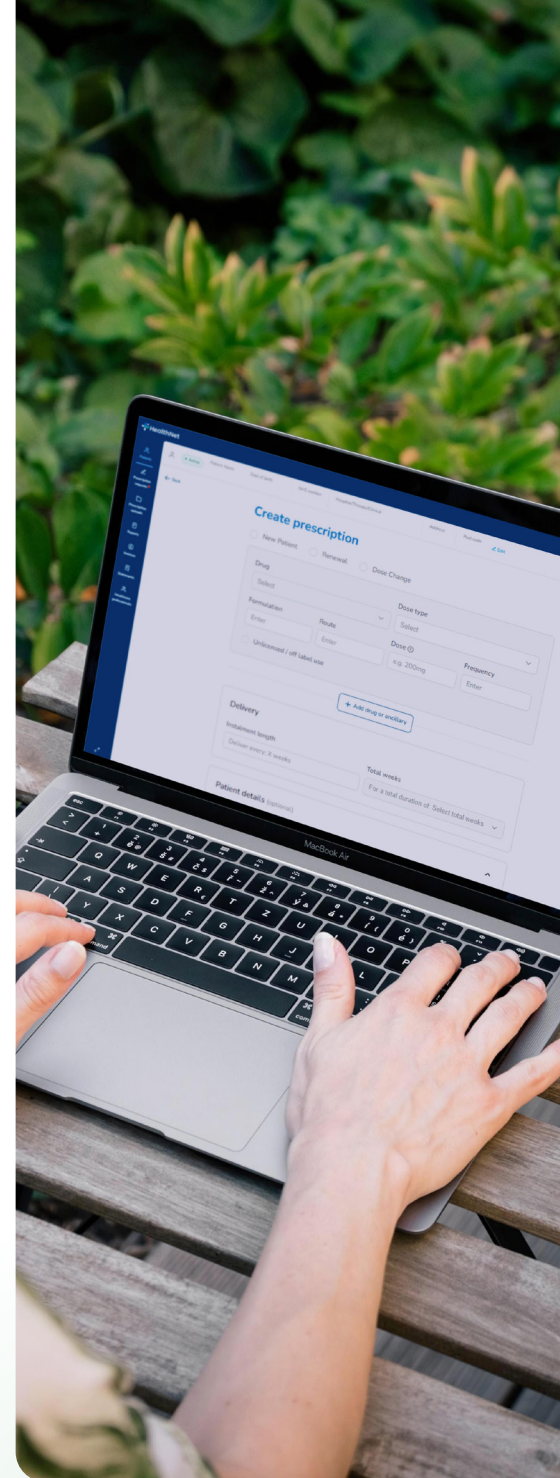
A secure digital dashboard giving clinicians real time visibility of their patients on HealthNet services.

What Clinicians Can See

- + Referral & onboarding progress
- + Delivery milestones (booked, dispatched, delivered)
- + Nursing visit schedules & completed notes
- + Prescription status and pending actions
- + Service performance across all referred patients

Key Benefits

- + Reduced inbound calls to homecare
- + Faster issue resolution
- + Clear visibility for complex therapy pathways
- + Ability to support virtual MDT discussions with realtime info



Continued

Digital Tools for Clinicians

ESign Hub (NCHA Approved)

A digital toolkit for clinicians, pharmacists and prescribers to sign homecare prescriptions electronically.



Key Features

- + Fully paperless - eliminates postal delays
- + Validated electronic signature workflow
- + Multi-signatory support (overseers & authorised prescribers)
- + Audit trail for governance teams
- + Speeds up treatment start times

Benefits

- + Prescription turnaround average ~2 hours
- + Reduces incorrect or illegible paperwork
- + Streamlines clinical governance

Healthcare. Anywhere

A virtual care platform enabling remote clinical support.

Capabilities

- + Nurse led video consultations
- + Virtual injection training
- + Digital education resources (condition & therapy specific)
- + Secure document and image sharing
- + Ideal for patients with mobility issues or living rurally



Continued

Digital Tools for Clinicians

AdherePredict (Predictive Analytics Tool)

Proprietary digital tool supporting adherence management.



How It Works

- + Identifies behavioural or logistical patterns (e.g., missed deliveries)
- + Predicts risk of non-adherence
- + Triggers alerts for early intervention by clinical teams

Benefits

- + Supports proactive clinician outreach
- + Helps reduce disease flares, hospital admissions and therapy wastage
- + Strengthens long-term engagement with complex therapies

Infrastructure, Governance & Compliance



Our pharmacies in Swadlincote and Featherstone are:

- + **Fully GPhC registered**
- + **Equipped with automated dispensing and cold chain monitoring**

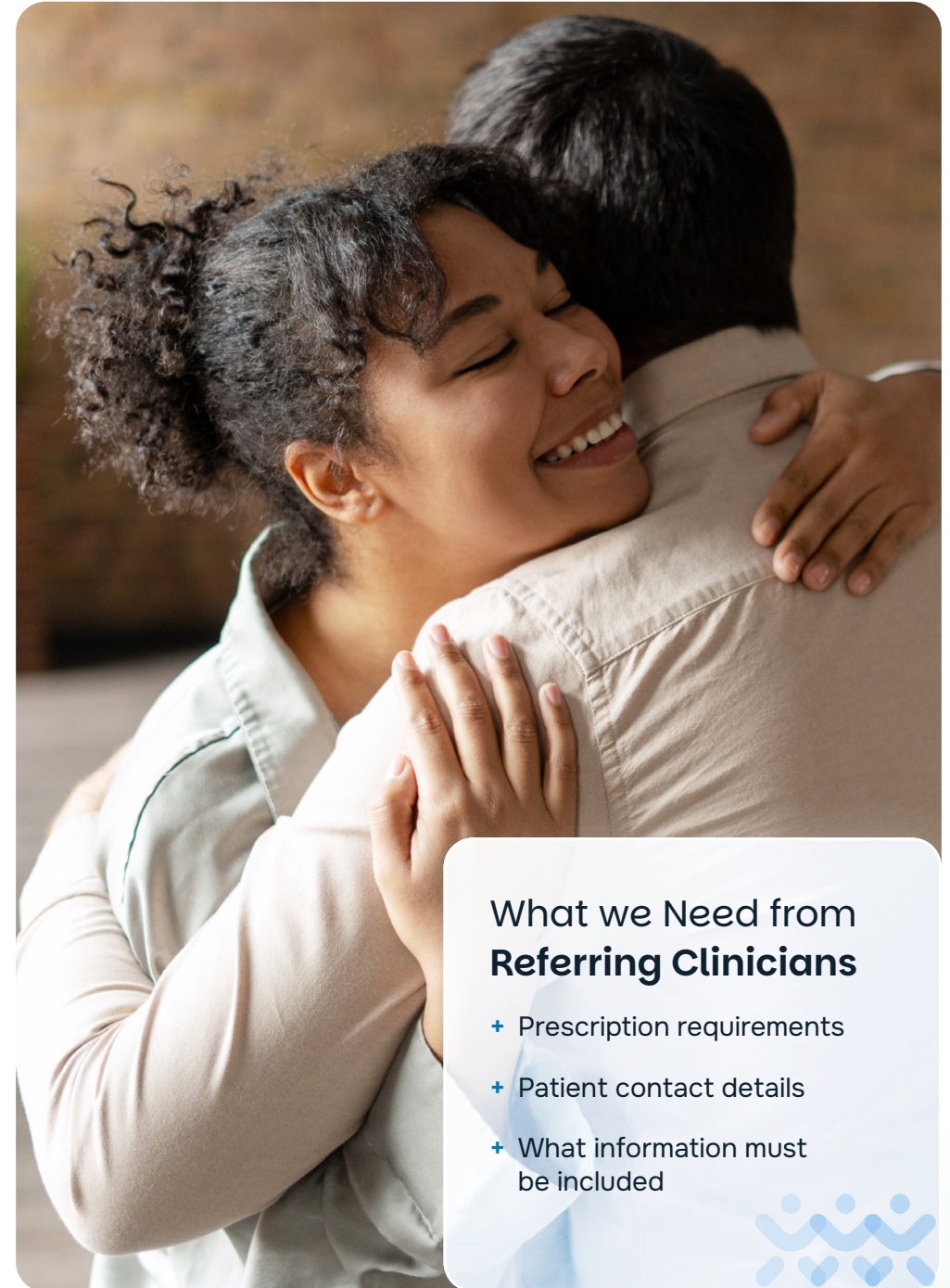
We comply with all relevant UK healthcare regulators and frameworks, including:

GPhC, CQC, MHRA, RQIA, NPA, Care Inspectorate Scotland, and national data protection standards.

Why Choose HealthNet?



- + Strong digital and clinical governance
- + 97% patient satisfaction
- + Fully integrated digital ecosystem
- + Proven national scale
- + Expertise across complex therapy areas
- + Safe, reliable, and future ready homecare services



What we Need from Referring Clinicians

- + Prescription requirements
- + Patient contact details
- + What information must be included





Contact Your Business Development Manager

Stay Connected & Access Support

- + Follow us on **LinkedIn** for updates and insights
- + Visit the **Clinician Hub** for tools, resources, and onboarding guidance. www.healthnethomecare.co.uk/healthcare-professionals
- + **For support**, contact your HealthNet Business Development Manager or email client.services@healthnethomecare.co.uk

Location	Business Development Manager	Email Address
North West	Michelle Jones	michelle.jones@healthnethomecare.co.uk
Northern Ireland		
West Midlands	Sam Dodd	sam.dodd@healthnethomecare.co.uk
East of England	Danielle Dodds	danielle.dodds@healthnethomecare.co.uk
East Midlands		
South East	Martin Bogdaniec	martin.bogdaniec@healthnethomecare.co.uk
South West		
Thames Valley	Zoe Beresford	zoe.beresford@healthnethomecare.co.uk
Wales		
North East	Alex Cooke	alex.cooke@healthnethomecare.co.uk
Yorkshire		
Scotland		
London	Marie Nicholls	marie.nicholls@healthnethomecare.co.uk
NHS Funded Services	Sarah Best	sarah.best@healthnethomecare.co.uk
Complaint & Incident reporting & feedback	feedback@healthnethomecare.co.uk or healthnet.feedback@nhs.net	



www.healthnethomecare.co.uk

© HealthNet Homecare (UK) Ltd