Pharmacy Department

Medicines and consumables home delivery service

At Cambridge University Hospitals (CUH) NHS Foundation Trust, we are constantly working to improve your care. One of the ways we are doing this is by working in partnership with CitySprint Healthcare, a pharmaceutical distribution and medical courier, to deliver your repeat medicines and/or consumables needed to either:

- your home
- work
- CUH Outpatient Pharmacy
- other nominated location

The intention is to ensure any repeat prescribed items are delivered, making this process more convenient for you.

How does the service work?

If you wish to have your medicines (and any consumables e.g. sharps bin, if needed) delivered directly to your home, you will be asked to complete a consent form. The CUH Outpatient Pharmacy will then dispense your prescription and send it to your chosen delivery address, before the current supply runs out.

Delivery to your home

Each delivery will need to be signed for on receipt. If you need to change the delivery point for your medicines and/or consumables, please contact the CitySprint customer services team at least 24 hours in advance (see contact details below).

If you are not happy with the service provided at any time, you may withdraw from the service.

Q. How long does it take to get my medicines?
A. CitySprint Healthcare Customer Services Team will contact you by phone, and will arrange for your dispensed medicines to be delivered to you on the agreed day. We aim for medicines to be delivered on the same day or the next day, unless otherwise agreed by you.

Q. What if there is no-one available to sign for the item?
A. CitySprint Healthcare will only deliver your medicines and/or consumables if you are available to sign for the delivery. If you are not available, you may nominate an alternative authorised signatory either at your home address or an alternate delivery address. Please email the CitySprint Customer Services Team (see below) in advance of your scheduled delivery to arrange an alternative authorised signatory.
If, exceptionally, a delivery has been arranged for the agreed day, but there is nobody home to sign for it, then the delivery driver will leave a card to show that he/she has called and CitySprint customer services will agree with you an alternative day with you to re-deliver your medicines (and consumables). **After two missed deliveries, you will need to pick up your items from the hospital**, or request a redelivery at your own expense. This may incur a charge of up to £25, unless it was due to exceptional circumstances (e.g. emergency hospital admission) that are mutually accepted by CUH and CitySprint Healthcare.

**Q. What if packages are delayed, lost or damaged?**

**A.** If a delivery is delayed beyond the expected delivery window then the CitySprint Customer Services Team will call to inform you and to arrange a convenient alternative delivery time.

If packages are lost, CUH/CitySprint will replace the delivery in the required timeframe to ensure that you have a continual supply of your medicines and/or consumables. If the goods you received are damaged in any way, please contact the CitySprint Customer Services Team as soon as possible, and they will arrange replacement stock if required.

**Q. What about confidentiality?**

**A.** In order to provide you with this service we will need to provide CitySprint Healthcare with some details about you. We will ask you to sign a consent form. For safety reasons all your dispensing records are held on an electronic database at Outpatient Pharmacy.

**ALL INFORMATION ABOUT YOU AND YOUR MEDICINES WILL REMAIN CONFIDENTIAL. YOUR DETAILS WILL NOT BE AVAILABLE TO ANYONE EXCEPT CITYSPRINT HEALTHCARE and CUH.**

All aspects of both CUH and City Sprint Healthcare comply with the requirements of the Data Protection Act 1998 (and any amendments to). Both CUH and CitySprint Healthcare fully understand and are sensitive to all issues surrounding the confidentiality of your information.

**Q. Who should I contact if I have a question?**

**A.** If you have any questions about how to take your medicines, or are concerned about anything to do with your treatment programme, such as side effects or drug interactions, you should contact your Clinical Nurse Specialist, or Consultant’s secretary via the main switchboard 01223 245151. You may also contact Pharmacy Medicines Helpline on 01223 217502.

If at any stage you have any concerns about the service or your delivery, please contact CitySprint Customer Services directly or CUH as below.

**CitySprint Healthcare Customer Services Team**

Phone: 01223 586911

Email for authorising signatory or changing details: citysprint@addenbrookes.nhs.uk

Email for general queries: cambcard@citysprint.co.uk

Office Hours: 08:00 – 19:00

Monday to Friday
If you need to speak to a member of pharmacy team about the contents of your delivery, please use the following:

**CUH Outpatient Pharmacy Department**

Phone: 01223 210301  
Opening hours: 08:30-15:00  
Monday to Friday

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We are a smoke-free site: smoking will not be allowed anywhere on the hospital site. For advice and support in quitting, contact your GP or the free NHS stop smoking helpline on 0800 169 0 169.

**Other formats:**

If you would like this information in another language or audio, please contact Interpreting services on telephone: 01223 256998, or email: interpreting@addenbrookes.nhs.uk  
For Large Print information please contact the patient information team: patient.information@addenbrookes.nhs.uk

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**Document history**

Authors: Pharmacy Department  
Pharmacist: Ellis Rahill  
Department: Pharmacy, Cambridge University Hospitals NHS Foundation Trust, Hills Road, Cambridge, CB2 0QQ [www.cuh.org.uk](http://www.cuh.org.uk)  
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