

Ref: FOI/GS/ID 8396

**Please reply to:**  
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06 February 2024

## **Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to homecare medicine services provider(s).

*You asked: All questions are shown as received by the Trust.*

- 1. Does your trust employ one or more homecare medicine services provider(s) to deliver and/or administer medicines to patients in their normal residence? If so, what is the name of the provider(s)?*
- 2. For each provider, how many active patients currently receive your homecare medicines service as of 31 July 2023?*
- 3. For each provider, how many of these patients are administered medicines as part of the homecare service as of 31 July 2023?*
- 4. For each provider, please provide a list of medications delivered and/or administered through this service.*
- 5. For each provider, how many patient safety incidents were reported in the most recent reporting period for which you have data, and in the comparable reporting periods in 2022 and 2021 (eg if giving figs for July 2023, please also give figs for July 22 and July 21)? Please state what period the figures are for,*
- 6. For each provider, As a proportion of all deliveries, what percentage of medicine and ancillaries deliveries were late in the most recent reporting period for which you have data), and in the comparable reporting periods in 2022 and 2021 (eg if giving figs for July 2023, please also give figs for July 22 and July 21)? Please state what period the figures are for.*
- 7. For each provider, As a proportion of all deliveries, what percentage of medicine and ancillaries deliveries failed in the most recent reporting period for which you have data, and in the comparable reporting periods in 2022 and 2021 (eg if giving figs for July 2023, please also give figs for July 22 and July 21)? Please state what period the figures are for.*

8. For each provider, As a proportion of all clinical services, what percentage of clinical services were late in the most recent reporting period for which you have data, and in the comparable reporting periods in 2022 and 2021 (eg if giving figs for July 2023, please also give figs for July 22 and July 21)? Please state what period the figures are for.

9. For each provider, what proportion of the KPIs for homecare services did your service meet in in the most recent reporting period for which you have data, and in the comparable reporting periods in 2022 and 2021 (eg if giving figs for July 2023, please also give figs for July 22 and July 21)? Please state what period the figures are for.

Trust response:

1.

Alcura

HatH

Lloyds

Healthnet

Pharmaxo

2.

Sciensus - 1487

HealthNet - 305

Alcura – 673

Lloyds Pharmacy Clinical Homecare - 322

Pharmaxco – 15

3.

- Small number via a third-party nurse provider.
- All other medications are self-administered after nurse/clinical/web training or oral medications.

4. Lanreotide, via a third-party nurse service.

5. The Trust is unable to pull the data for this question as incidences are reported via different the departments and currently there is not a homecare category on our reporting system.

6. Please note: Figures for “late delivery” are currently not recorded, only deliveries outside of delivery scheduled time. Therefore, data will also include early deliveries.

	Jul-23	Jul-22	Jul-21
Company	Deliveries not in time period	Deliveries not in time period	Deliveries not in time period
Alcura	12	3	9
HatH	8	24	13
Lloyds	5	10	21
Healthnet	29	8	1
Pharmaxo	0	NA	NA

7.

	Jul-23			
Company	Failed deliveries	Failed Service Provider	Failed Patient	Failed Trust
Alcura	0	0	0	0
HatH	82	24	52	0
Lloyds	10	5	5	0
Healthnet	6	3	3	0
Pharmaxo	0	0	0	0

	Jul-22			
Company	Failed deliveries	Failed Service Provider	Failed Patient	Failed Trust
Alcura	0	0	0	0
HatH	65	4	52	0
Lloyds	7	1	6	0
Healthnet	1	0	1	0
Pharmaxo	NA	NA	NA	NA

	Jul-21			
Company	Failed deliveries	Failed Service Provider	Failed Patient	Failed Trust
Alcura	0	0	0	0
HatH	23	6	17	0
Lloyds	9	2	7	0
Healthnet	1	0	1	0
Pharmaxo	NA	NA	NA	NA

8. I have been unable to obtain this information. If you still require this data can you please let me know and I will continue to chase.

9. Any break in the KPI for delivery service would be reported.