



Chair of the National Homecare Medicines Committee

To whom it may concern,

We are writing to you as the Chair of the National Homecare Medicines Committee, to highlight concerns which have been raised by the patients and healthcare professionals we represent, regarding their experience of homecare service provision in England.

We understand that homecare services are operating under considerable pressure and welcome the efforts of the National Homecare Medicines Committee to address ongoing issues. However, we are hearing from patients who are experiencing delays and cancellations to their treatment delivery, often without prior communication from homecare service providers.

Such delays have a detrimental impact on the management of these patients' conditions, causing considerable anxiety and stress and can result in needing rescue therapy and/or hospital presentations. Furthermore, interruptions to homecare service provision also impacts NHS teams, who are observing increased patient inquiries due to poor communication between homecare service providers and patients. As we're sure you can understand, this increases the strain on an already stretched workforce.

We understand from our clinical networks, that the common contractual agreement is a two-week turnaround for new prescription registration and processing, with a reduced lead time required for existing patients. Unfortunately, we are being advised by both clinical networks and patients that these time frames are not being achieved.

Therefore, we are asking the National Committee to:

1. Publish the current prescription processing data.
2. If data exceeds the contractual agreements, review root causes and provide time lined solutions in order to manage expectations regarding homecare delivery timings.
3. Provide an update on what steps are being taken to avoid such concerns in the future.

We look forward to hearing from you.

Yours sincerely,



Shantel Irwin  
Chief Executive  
Arthritis Action



Jack Buck  
Head of External Affairs  
British Society of Rheumatology



Dr Christian Selinger  
Chair of the IBD Section  
British Society of Gastroenterology



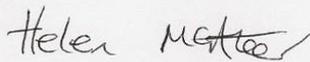
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