



National Clinical Homecare Association News Summer 2021

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COVID continues to shape our world and homecare services. NCHA would like to thank all homecare staff and NHS colleagues who have been working tirelessly, often in difficult circumstances. NCHA has been issuing regularly updates to our COVID Frequently Asked Questions and we thank homecare patients and carers for their patience. The importance of homecare services is increasingly being appreciated and we are proud to announce here some independent awards that recognise NCHA and NHS NHMC partnership working

In addition to this look back at the last 18 months, as the immediate COVID pressures subside, we look at some pre-COVID initiatives are coming to fruition and others are being reprioritised and reshaped.

COVID-19: Partnership working with the NHS



COVID-19 Update from the Chair - Susan Gibert

THANK YOU from Susan Gibert and Alison Davis (Chair of NCHA)

We would like to thank everyone for their continued hard work and collaboration during the COVID-19 pandemic. The way the NHMC and NCHA have worked together has been amazing and this is a success which should be celebrated by you all.

The NHS would like to thank all those involved in delivering homecare medicines services to patients. The NHS has commissioned services for over 411,000 patients which means that these patients do not have to attend hospital for their treatment. Without the hard work and dedication of all involved, this would not be possible. This has been particularly evident during the recent pandemic, but services were needed before the pandemic, and will continue to be needed for increasing numbers of patients well into the future. The NHS is extremely grateful to everyone for their service and we would like to encourage homecare providers to re-iterate this message of gratitude to all of their employees. Homecare provider staff are all contributing to the NHS and to the welfare of patients, which is much appreciated by all of the NHS Homecare Specialists and associated teams. Thank you.

Winner Best Clinical Homecare Support Services – London’

NCHA are proud and delighted to accept on behalf of its members the Global Health Pharma (GHP) Magazine Social Care Awards 2021 for ‘Best Clinical Homecare Support Services – London’.

“At this time, I am proud to accept this award on behalf of the Homecare Industry based on the ‘Extraordinary challenges faced in 2020’. This achievement could not have been realized without the help and support from our wonderful NHS colleagues across the UK and the National Homecare Medicines Committee (NHMC) led by Susan Gibert as Chair.

The NHMC have helped us to deliver care to the patients we seek to serve and the ‘Extraordinary Collaboration’ that has been in place allowed us to put patient safety at the forefront of every discussion, and address issues which were identified as potential risks promptly and efficiently. In 2020 this allowed Homecare Providers to react very quickly in the rapidly changing environment, to maintain business continuity and to meet increased NHS demand during the COVID-19 crisis, thereby helping even more vulnerable patients (in excess of 20,000) to be shielded at home during the pandemic, I believe this is testament to all involved.

It is also important to give thanks and recognize the tremendous support provided to the NCHA by our Patient Communication Group Representatives who have helped steer our communication with patients and carers during this very difficult time.

Furthermore, it would be remiss of me not to thank the Pharmaceutical Industry, who in many cases fund service provision and most importantly to our Patients and Carers enrolled on our services. We thank you all for the kind words and messages we have received which has really helped support all staff at this time. Rest assured, we are here and will continue to be here to support you.” Alison Davis, Chair of NCHA

<https://www.ghp-news.com/ghp-announces-the-winners-of-the-2021-social-care-awards/>

<https://www.ghp-news.com/winners/ncha-national-clinical-homecare-association/>

NCHA & NHMC Finalists in Patient Experience Network National Awards (PEN Awards)

‘On the Front Line - Behind extraordinary achievement you'll always discover extraordinary collaboration’.

NCHA & NHMC are finalists in two categories:

- **Partnership Working to Improve the Experience**
- **Integration and Continuity of Care**

The Patient Experience Network National Awards are the first and only awards programme to recognise best practice in patient experience across all facets of health and social care in the UK. Award Winners are being announced during week commencing 13th September.

<https://patientexperiencenetwork.org/awards/>

NCHA Finalist in GO Excellence in Public Procurement Awards – UK National 2020/21

The UK GO provide recognition for excellence in public procurement and the supply chain. They showcase those organisations leading the way in public procurement best practice across all UK nations: Scotland, Wales and most recently Northern Ireland as well as the cumulative UK National GO Awards. NCHA are delighted and proud to be a finalist in the category “**COVID-19 Outstanding Response Award – Private Sector Organisations**”. This reflects the hard work and commitment to patient care across the Homecare Medicines Sector and also reflects the partnership working with the NHS and the National Homecare Medicines Committee (NHMC) throughout COVID-19.

<https://www.goawards.co.uk/national/>

NCHA Patient Communication Group

Shortly before COVID, NCHA formed a Patient Communications Group to advise the industry on matters important to patients and to ensure patient facing information provided by NCHA is appropriate. We had no way of knowing how important and influential this group would become as we all worked through the maze of COVID guidance, its impact on homecare services and how we could reassure homecare patients that the homecare services on which they depend could continue and the infection control measures being put in place to keep them safe. The NCHA Patient Communications Group have published “COVID Frequently Asked Questions” for Homecare Patients and regularly revised the questions and answers as the COVID guidance was updated.

NCHA would like to thank the following organisations and individuals for their support:

- Cystic Fibrosis Organisation – Lorna Allen - <https://www.cysticfibrosis.org.uk>
- National Axial Spondyloarthritis Society (NASS) – Jill Hamilton, Head of Policy and Health Services. <https://nass.co.uk>
- National Rheumatoid Arthritis Society (NRAS) – Nadine Garland, Support Services Manager. <https://nras.org.uk>
- Patients on Intravenous & Nasogastric Nutrition Therapy (PINNT) – Carolyn Wheatley, Chair. <https://pinnt.com>

If any other patient groups would like to be represented on the NCHA Patient Communications Group, please contact info@clinicalhomecare.co.uk for further information.

NCHA Prescription E-Signature Hub

The NCHA has launched its Prescription E-Signature Hub (RxESH) - a significant step in the digitisation of homecare services. Whilst we wait for full secondary care e-prescribing and transmission via EPS, the RxESH provides all NCHA members and their NHS Trusts, an immediately available and pragmatic solution to the significant challenges and risks of homecare prescribing by eliminating the need for paper prescriptions.

NCHA Prescription E-Signature Hub (RxESH) Key Features

- Adds an advanced e-signature to an homecare prescription (Rx)

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- Valid signed prescription delivered to the homecare provider pharmacy in as little as 6 minutes (shown in pilot results)
- Eliminates emergency dispensing without valid Rx reducing clinical risk
- Uses existing homecare prescription templates
- Flexible to accommodate existing NHS prescribing processes
- Can add other info if required e.g. Purchase Order No.
- Uses existing NHS secure e-mail
- No additional software or passwords needed by NHS prescribers/users
- Intuitive and easy for NHS users (shown in pilot results)
- Digital copy of the signed prescription sent to clinic for patient record
- Pilots show potential for significant NHS resource savings
- Remove paper & physical transit
- Provides a full audit trail & regulatory compliance
- Mitigates most risks identified in NHMC Prescription Management during COVID risk assessment
- Enable future full e-prescribing capabilities

Ask your homecare provider(s) for a tailored demonstration of how RxESH can work for your clinic(s) or for further general information about the NCHA RxESH please contact info@clinicalhomecare.org. A full governance documentation pack is available for NHS Chief Pharmacists and NHS Data Protection Officers (DPOs) on request. We recommend Clinical Referring Centres wishing to progress implementation complete a RxESH Information Request (available from info@clinicalhomecare.co.uk) and send this to their homecare provider(s). Implementation is straight forwards and can be for a single clinic or across homecare services and your homecare provider will be happy to discuss options with you.

Events & activities

NCHA All Member's Meeting 25th November 2021

NCHA All Member's Meetings are invitation only events for NCHA members and invited guests including NHS Regional Homecare Specialists and CMU Homecare specialists. During COVID-19 response, NCHA All Member's Meetings have been virtual, however, we are hoping to hold this as a face-to-face meeting in London. As activities have been delayed due to COVID-19 response and NCHA has a number of new member organisations, we will take this opportunity to "reset" and to look forwards to review how homecare services support wider post-COVID healthcare initiatives and how they might develop in future. Further details to follow.

Clinical & Medicines Homecare Conference and Symposium June 2022

Due to COVID, it has not been appropriate to hold the annual NCHA Clinical & Medicines Homecare Conference and we have delayed making the decision on when the next conference will be held. We are very happy to report that plans are now progressing for the next NCHA Homecare Conference and Symposium to be held in June 2022. Further details to follow soon.

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About NCHA

The National Clinical Homecare Association (NCHA) was established in 2006 to represent and promote the patient-led interests of specific organisations whose primary activity is to provide medical supplies, support and clinical services to patients in the community.

For further information visit www.clinicalhomecare.org