
How can the clinical homecare medicines sector support the NHS whilst providing solutions to the 10 Year Plan?

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Declarations of Interest

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Agenda

- NHCA – about us
- The audience – about you
- Homecare industry headline data
- NCHA Patient Advisory Council
- NHSE 10 Year Health Plan: Best Kept Secret Phase 2
- GPhC Homecare Thematic Review April 2025
- Advantages of clinical homecare services
- Dates for your diary



NCHA - about us

The National Clinical Homecare Association (NCHA) is the trade body, representing all 19 national clinical homecare providers in the UK – accounting for 95% of all people receiving clinical homecare.

Working closely with NHSE (via the Pharmacy Directorate and the National Homecare Medicines Committee NHMC), pharmaceutical manufacturers, and patients, the NCHA upholds high standards of service delivery in this vital industry. This includes setting and measuring the performance KPIs that NCHA members report against.

The NCHA works with a range of advisors both nationally and regionally. This includes the NCHA's Patient Advisory Council. The group is made up of charities, patient advocacy groups and other interested parties involved in supporting the homecare services model of care to patients and carers in the UK.



The audience - about you

Where are you from?

- Homecare providers
- NHS homecare teams
- NHS clinical staff
- Community pharmacy
- Commissioners
- Pharma
- Life Sciences
- Other?



Ask the audience

How many patients in the UK receive clinical homecare services?

How many deliveries are made each year?

How many episodes of clinical care are made each year?



Episodes of clinical care each year

a. 515,500

b. 610,500

c. 705,500

Homecare industry headline data – 2024

640,000 active
patients
receiving clinical
homecare
(as at Dec 2024)

£4.4 billion
(including drug
costs) (April 2024)

1.47m
prescriptions
Annual

3.3m
deliveries

Homecare industry headline data – 2024

Clinical Services

610,500 episodes of
clinical care

9.7%
remote consultations

3.7%
Delayed

43% of those delayed
were due to patient
factors

Source NCHA – data on file



NCHA: Patient Advisory Council

Member Organisations



NHSE 10 Year Health Plan: Best Kept Secret Phase 2

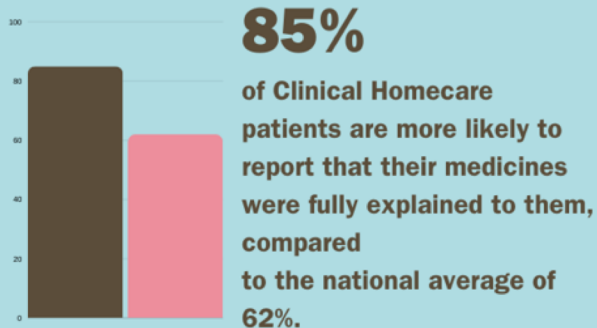
BEST KEPT SECRET: THE VALUE OF CLINICAL HOMECARE TO THE NHS, PATIENTS AND SOCIETY



of people receiving Clinical Homecare reported that it has allowed them to stay in work or education.

75,000 

Clinical Homecare patients avoid a 40-mile round trip with each delivery, mitigating geographical inequalities and burden.



85%

of Clinical Homecare patients are more likely to report that their medicines were fully explained to them, compared to the national average of 62%.

£264m 

represents the annual value delivered to UK health economy - delivered through operational savings, enhanced patient experience, and societal benefits.

15 NHS

Trusts worth of day case elective capacity is delivered each year by Clinical Homecare companies.



Clinical Homecare services support NHS Priorities

1. Hospital to community
2. Analogue to digital
3. Sickness to prevention

GPhC Homecare Thematic Review April 2025

Several challenges were recognised, many outside of the immediate control of the homecare pharmacy

Homecare providers have put systems in place to reduce the impact of the challenges

Further work requires industry wide collaboration

6 Recommendations

1. With NCHA & NHMC support; adopt cross-sector risk management and risk assessments – identify shared risks
2. Improve new patient registration information and processes – patients are fully informed & know their rights
3. UK national health organisations – deliver e-prescribing – move away from paper
4. UK national health organisations – arrange cross- sector access to patients’ medical records & clinical systems
5. NCHA & NHMC & NHS hospitals to review and encourage use of electronic systems for hospitals and patients
6. Standardise Patient Information, in accessible formats. Hospitals must provide this information

[Evaluating service provision: a themed review of registered pharmacies providing homecare medicines services](#)



Advantages of Clinical Homecare Services

Comprehensive Medicines Management – end to end service

- Prescription management (repeat reminders, tracking, visibility of Rx for patients)
- Logistics (delivery)
- Temperature monitoring ensuring ambient and cold chain integrity
- Managed distribution models
- Waste disposal (medical and clinical waste)
- Centralised management of medicine supply disruptions, shortage prevention and shortage management

Clinical Management

- Clinical review reminders
- Blood test reminders
- Patient Support Programmes
- Dose reminders & trackers

Clinical expertise

- Clinical visits & training
- Education
- Telephone helpline for clinical queries (pharmacists and nurses)

Digital support & tools

- For NHS hospitals (portals)
- For patients (web-based, app & portals)

Finance and Resource

- Rapid uptake of generics biosimilars
- NICE guidance compliance

Equitable access

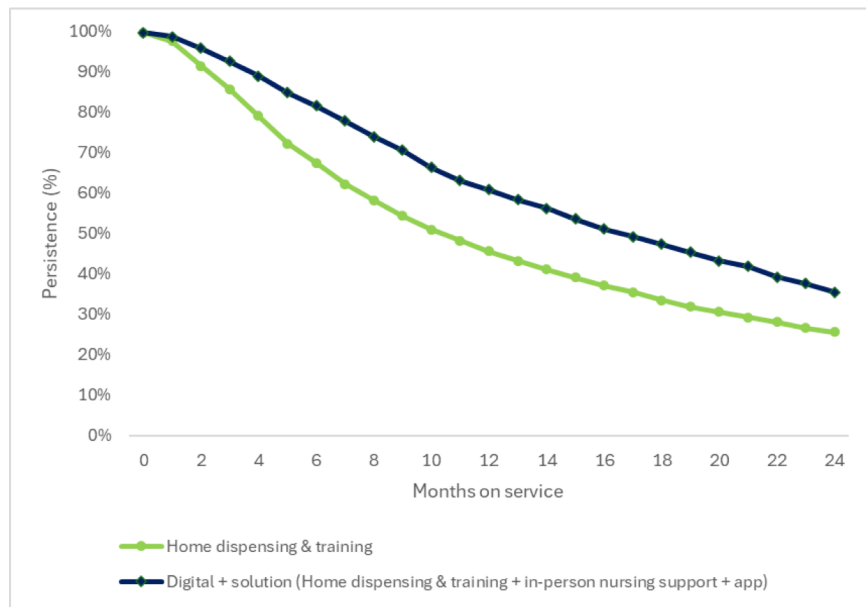
- Across geographies



Persistence and Adherence

Improved adherence

Retrospective 24-month persistence and adherence in 35,990 biologic patients using app and non-digital support



Improved Medicines Possession Ratios

- Improves adherence
- Prevents disease flares & progression
- Fewer NHS appointments and visits to ED



Patient retention

10%

From Year 1 and persists through Year 2



Patient discontinuation

25%

by Year 1

Dates for your Diary...

NCHA Annual Conference – 4th February 2026
The Birmingham Conference & Events Centre

All Members Meetings (Members only and invited guests)
13th November 2025

Scan the QR code to follow us on LinkedIn



Any questions?

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www.clinicalhomecare.co.uk

