

Easter Bank Holiday 2023

Homecare Deliveries Schedule

Over the Easter Bank Holiday, our homecare deliveries schedule will change. Please retain a copy of this information for your records and circulate internally as necessary:

Day / Date	Service Details
Wednesday, 5 April	Normal Service
Thursday, 6 April	Normal Service
Friday, 7 April	No Deliveries - Closed
Saturday, 8 April	Reduced Saturday Service
Sunday, 9 April	No Deliveries - Closed
Monday, 10 April	No Deliveries - Closed
Tuesday, 11 April	Normal Service Resumes

Urgent prescription requests that miss the “cut-off” date. We always do our utmost to ensure urgent prescriptions are fulfilled. Send prescriptions as soon as possible and call the Hospital Care Team to advise the special requirements and facilitate urgent dispensing.

If you have any queries, please do not hesitate to contact our **Hospital Care Team** on **0800 028 0376** or **01604 433 510**.

Email: alcura.hospitalcare@nhs.net

Please note the following:

The **latest date for receipt of routine prescriptions** (where delivery is required over the holiday period) is **Friday, 24 March 2023**.

Prescriptions for compounded products (i.e. unlicensed Methotrexate, Infliximab, etc.) need to be received **by Monday, 20 March 2023**

- To alleviate potential risk of prescriptions for controlled drugs including Growth Hormones expiring prior to the patient “need by date” we suggest the prescription includes a “Start Date”.

What else you need to know

To support you during this period, we will continue to:

- contact your patients
- perform stock checks
- arrange homecare deliveries, meeting their needs and ensuring patient safety
- where appropriate, deliveries may be arranged earlier than normal to compensate for patient availability and convenience
- we aim to provide a normal service to all therapy areas including invoicing and Specialist Wholesale

Emergency contact details when Alcura is closed:

Clinical patient advice: 07973 397 896

Emergency delivery queries: 07990 088 267

During this busy period, we may experience increased service demand and we thank you in advance for your co-operation and understanding.

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