

Joint statement from The Haemophilia Society and Healthcare at Home

Constructive discussions held between Healthcare at Home and The Haemophilia Society

Senior representatives from The Haemophilia Society and Healthcare at Home met virtually on Friday 20 November. This meeting gave The Haemophilia Society an opportunity to discuss and reinforce the points identified in their recent communication sent to Darryn Gibson, HaH's CEO, on behalf of their members.

Healthcare at Home has acknowledged the seriousness of these concerns and that the delay in the delivery of therapeutics for a number of different reasons is an issue that is being addressed as a matter of urgency. HAH take the view that any one patient put at risk of a missed dose through delayed delivery of medication is one too many.

The Haemophilia Society acknowledged that Healthcare at Home are committed to providing the best care possible to their patients, have taken the complaints raised made in the letter seriously, and have responded constructively and quickly.

On the most serious disruption to deliveries caused by the recent upgrade in their operating system, HAH has offered reassurance that the system was settling down and would lead to a much more resilient, flexible and responsive service for patients. It was acknowledged that unfortunately as this disruption has happened during a global pandemic at a time of heightened stress and anxiety for patients and their families, the timing compounded the distress for patients. Mr Gibson has apologised unreservedly to THS on behalf of the wider patient group/THS members for any anxiety and inconvenience caused, and is in the process of contacting any patient who has experienced a missed dose as a result of the recent rescheduling of deliveries to offer a full apology to those patients.

The following positive actions were agreed at the meeting, including:

- Healthcare at Home will engage regularly with The Haemophilia Society and provide updates on the service to its members, as requested;
- Possibilities to enhance the future service experience for patients such as a smart phone App, will be explored with The Haemophilia Society;
- The formation of a joint patient panel to explore ways to improve the service in the future was agreed and will be set up within the next 4 weeks.