

# MY TREMFYA<sup>®</sup> ▼ (guselkumab)

## HOME CARE

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**A useful guide about the Homecare delivery and administration service.**

▼ This medicine is subject to additional monitoring. This will allow quick identification of new safety information. You can help by reporting any side effects you may get. See [www.mhra.gov.uk/yellowcard](http://www.mhra.gov.uk/yellowcard) for how to report side effects.

# WELCOME

**My Tremfya® Homecare** is a free medicine delivery and injection service that gives you the option of taking your medication - Tremfya® - in the comfort of familiar surroundings.

**This useful guide explains what the service provides, how the service works, how frequently you will receive your treatment, and answers some commonly asked questions.**

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**If you have any questions about your treatment which are not covered in this guide, please speak with your healthcare professional.**

# WHO IS TREMFYA® FOR?

**Tremfya® is used to treat the symptoms of moderate to severe plaque psoriasis** in adults who are candidates for systemic therapy. Systemic therapies are treatments which work throughout the entire body rather than targeting just one area, such as topical treatments or UV therapy.



# WHAT DOES THE HOMECARE SERVICE PROVIDE?

## HOMECARE CUSTOMER SERVICE TEAM



Once you and your doctor have agreed for you to use the Homecare service, the Homecare providers' Customer Service Team will become your main point of contact by phone. They will explain the service to you, answer any questions you may have, and book a time for your Tremfya® delivery or nurse visit.

## HOME DELIVERY



Tremfya® is delivered directly to your home, or to another convenient location of your choice, by a specialist Homecare provider. You'll just need to make sure there is a fridge for storing the medicine and someone available to sign for the delivery.



If you have questions about your delivery, or the administration of your medication, you can contact the Homecare Customer Service Team using the numbers provided in the back of this guide.

# HOW DOES THE HOMECARE SERVICE WORK?

## GETTING STARTED

**You and your healthcare professional will discuss the type of homecare service that is appropriate for you, as listed on the next two pages.**

If you decide to have your medication delivered, you and your doctor will complete the necessary forms and pass these to the hospital Homecare Pharmacist, who will liaise with the Homecare company on your behalf.

## REGISTRATION AND WELCOME CALL

Once the Homecare Customer Service Team has received your fully completed registration and prescription form, someone from the team will call you to complete your registration.

They will ask you to consent to their data protection policy and voicemail and text messaging services, and confirm your delivery location (which must have a fridge for storage). They will explain the service, including the process of arranging a nurse visit, and answer any questions you may have.

# YOUR TYPES OF HOMECARE SERVICES



## 01. DELIVERY AND NURSE TRAINING:

You will receive a delivery of medication, a nurse to administer the medication and training with a nurse to self-administer. The majority of patients will receive this type of service first, after successful administration training most patients will transfer to option 2.



## 02. MEDICATION DELIVERY:

If you have previously been trained to self-administer - this service is for delivery of your medication only. Most patients will transfer to this type of service after successfully completing their administration training with service option 1.



### 03. DELIVERY AND ONGOING SUPPORT:

A **small number** of patients may need continued nurse support, where a nurse will administer the medication. Your healthcare professional will decide if this is appropriate for you.

# YOUR DELIVERIES

## RECEIVING YOUR FIRST DELIVERY



The Homecare service delivers Tremfya® to the agreed location within a 2-hour time window using an unmarked, refrigerated delivery van. These vans keep your medication at the right storage temperature while it is on the road. Delivery will be made within 5 working days of your welcome call, but can be made at a later date if preferred.

When your medication is delivered you will receive a delivery note detailing the items you should have received. Check that the items on the note are in the delivery. You will then be asked to sign a form to confirm that you have received your package.

## SUBSEQUENT DELIVERIES



Your Homecare Customer Service Team will call you 2 weeks before your next treatment due date to schedule your next delivery.

You will receive a pre-delivery reminder call from your Homecare Customer Service Team 7–10 days before this delivery.

## **ENSURING DELIVERIES ARE RECEIVED**

Delivery drivers can only leave your medicine with those agreed during the registration call. If you or those agreed to receive the medicine are not in during the 2-hour delivery window, the medicine will not be delivered.

It is important that you receive your package on the agreed date in order to avoid any interruption to your treatment. Please call your Homecare Customer Service Team if you need to rearrange your delivery (contact details are in the back of this guide).

## YOUR NURSE VISITS

### ORGANISING YOUR NURSE VISIT



A member of the Homecare Customer Service Team will call you to arrange a suitable time for a nurse visit, if you require this. The qualified nurse will contact you before your scheduled appointment to say hello and confirm the date and time of the visit.

### YOUR FIRST NURSE VISIT



Your nurse will arrive at an agreed location within a 2-hour time window to administer your treatment or to train you to administer it yourself.

### ONGOING TREATMENT



You will agree with your nurse on how many visits you need to become trained to self-administer the treatment. Once your training has been successfully completed you will no longer need the nurse to visit you. It is unlikely that you will require additional nurse visits, but if you feel you do the Homecare Customer Service Team will contact you a week before your next treatment is due to arrange this.



**Do not try to inject yourself until you have been shown the right way to do so by a qualified training nurse.**

# YOUR TREMFYA®

## HOW OFTEN YOU WILL RECEIVE YOUR TREATMENT

Tremfya® is administered by a subcutaneous injection, meaning an injection under the skin.

**The recommended dose is 100 mg. You will receive one dose at week 0 (the beginning of your treatment), then one dose at week 4, followed by one dose every 8 weeks.**

Further details on dosing and administration can be found in your Patient Information Leaflet.

### Tremfya® dosing (weeks)



✓ = Injection due

## STORING TREMFYA®



When you receive your delivery, put the medicine in the fridge immediately and keep it there until it is time for your injection. The treatment should be stored in the fridge at a temperature of 2 - 8 degrees Celsius.

## CHANGING THE WAY YOU TAKE YOUR MEDICINE



For the small proportion of patients who start with the ongoing nurse support service, if at any point you feel ready to self-inject, talk to your doctor. If he or she is happy for you to self-inject, the Homecare Customer Service Team will call to arrange a training visit.

# FREQUENTLY ASKED QUESTIONS

Your Homecare Customer Service Team and your medical team can answer any questions you may have. However, before you call them, you may find the answer to some of the more frequently asked questions here.

## 1. WHY HAVE I BEEN REGISTERED WITH THE HOMECARE SERVICE PROGRAMME?

After discussion with your doctor, it was agreed that it would be best for you if your injection was delivered to your home (or another address of your choice) rather than you having to make visits to the hospital.

## 2. WHO WILL TRAIN ME TO SELF-ADMINISTER?

After your medicine has been delivered, a fully qualified nurse will visit you at home at an agreed time to train you to self-administer your injection.

You will be told the name of your nurse prior to their first visit.

**3. I AM NOT GOING TO BE AT HOME WHEN MY MEDICINE ARRIVES. CAN IT BE LEFT WITH A NEIGHBOUR?**

No. Your medicine can only be delivered to a pre-approved named person and address. You will need to call your Homecare provider's Customer Service Team to reschedule.

If you are continually unable to receive scheduled deliveries it may be determined that Homecare is not suitable for you.

**4. MY MEDICATION HAS BEEN DELIVERED, WHEN WILL I HEAR FROM THE NURSE?**

The process for scheduling your nurse appointment will be explained to you by your Homecare provider during your welcome call.

Generally, the nurse visit will take place within 10 days of the delivery, and the nurse or Homecare provider's Customer Service Team will call you to make the appointment.

## 5. HOW DO I DISPOSE OF THE USED PRE-FILLED PEN?

You will be provided with a yellow waste bin called a “sharps bin”. This is for safe disposal of clinical waste.

When your sharps bin is full, you can give this to the driver delivering your medication. Please ensure the lid is firmly closed and locked. Request a new sharps bin when scheduling your next medication delivery.

## 6. HOW DO I GIVE FEEDBACK IF I'M NOT HAPPY WITH THE HOMECARE SERVICE?

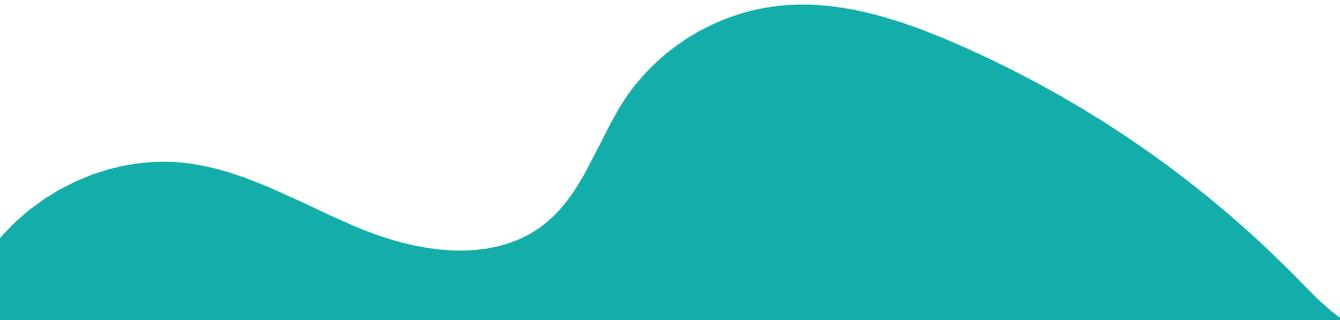
Contact your Homecare Customer Service Team on the number provided in your Welcome Pack. The team can resolve most issues quickly and informally over the phone.

If you are not satisfied with the informal response, you can request a written response and your concern will then be handled as a formal complaint.

Your Homecare service is funded by the medicine manufacturer, Janssen. You can make a complaint by contacting Janssen's Medical Information department via email [medinfo@its.jnj.com](mailto:medinfo@its.jnj.com) or phone 01494 567 444 / 0800 731 8450

# QUESTIONS FOR YOUR HOMECARE CUSTOMER SERVICE TEAM

- ✓ How long will the nurse visit last?
- ✓ How do I reschedule the time of my nurse visit?
- ✓ What do I do with my medication if I am going on holiday?



# SUPPORT AND FURTHER INFORMATION

## QUESTIONS ABOUT HOMECARE

There are three Homecare service providers. If you are unsure which of these companies provides your Homecare, speak to your doctor or nurse.

### Lloyds Pharmacy Clinical Homecare

Tel: 0345 2636 123\* or 0345 2636 135\* (Scotland)  
Open: Mon–Fri 08:00–17:30 (18:00 for Scotland)  
Email: [enquiries@LPclinicalhomecare.co.uk](mailto:enquiries@LPclinicalhomecare.co.uk)

If you have an urgent enquiry relating to your Lloyds Pharmacy Clinical Homecare service at any other time of the day, please call 0800 326 5465 or 0345 2636 115.\*

\* Calls to 0345 numbers are charged at the standard rate.  
Calls may be recorded and may be monitored.

### Healthcare at Home

Tel: 0333 103 9499  
Open: Mon–Fri 08:00–20:00;  
Weekends/ bank holidays 08:00–16:30

### Healthnet

Tel: 0800 083 3060  
Open: Mon–Fri 08:00–18:00;  
Saturday 09:00 - 17:00  
(closed Sundays and bank holidays)  
Email: [enquiries@healthnethomecare.co.uk](mailto:enquiries@healthnethomecare.co.uk) and  
[Healthnet.homecare@nhs.net](mailto:Healthnet.homecare@nhs.net)

# MY SUPPORT

We want you to feel that you can make contact and share your experiences with others who have the same condition as you. Here are some organisations that you may find useful:

## **The Psoriasis Association**

[www.psoriasis-association.org.uk](http://www.psoriasis-association.org.uk)

## **International Federation of Psoriasis Associations**

<https://ifpa-pso.com/>

**For more support and information about psoriasis, you may find the following sites useful:**

## **NHS Choices - Psoriasis**

<https://www.nhs.uk/conditions/psoriasis/>

## **British Association of Dermatologists**

<http://www.bad.org.uk/for-the-public/patient-support-groups>

# FURTHER INFORMATION

## Information about Tremfya®

Talk to your doctor or nurse, alternatively contact Janssen Medical information on 01494 567 444, or see the Patient Information Leaflet that came with your medication.

## General information

For general information about your condition you could consult the NHS Choices [www.nhs.uk](http://www.nhs.uk) or Patient [www.patient.info](http://www.patient.info) websites.

**If you have specific questions about your condition or you are experiencing any side effects, contact your healthcare professional as soon as possible.**

