



Implementing Patient Centred Care in Clinical Homecare

Joined Up Experience of Care

Picker Experience Network Awards 2026 · Influence · Inspire · Empower



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“We Will Make This Our Legacy”

With thanks to our patients and their families, our NHS and pharmaceutical colleagues, and the patient associations who taught us – Crohn's & Colitis UK, JIA-at-NRAS, Juvenile Arthritis Research, NASS, NRAS and PAPAA.

Personal Homecare Pharmacy · Homecare Delivery With a Human Touch

Our Submission in Two Parts

What We Set Out to Change

01

Care Designed Around the Person

Built with patients and patient associations, so every team that touches a patient understands the condition they live with.

02

Technology That Removes the Friction

Portals, e-signature and AI-read prescriptions, so referrals move in days and the NHS can see the whole pathway.

74

NHS Trusts

135

hospital sites

60,000+

patients, from a single patient at the start

94

people across the business



Therapy Awareness Weeks

We Trained Our Teams Around the Patient, Not the Process

Therapy leads, guest speakers from patient charities, case studies and symptom checkers – a full week for each condition our patients live with.

6

patient charities co-designed and delivered the training

7

therapy areas, chosen from our own patient population

“It's clear from working with their teams that this wasn't just a box-ticking exercise – the level of engagement, curiosity, and genuine desire to understand the patient experience was evident throughout.”

“Initiatives like this make a real difference — better-informed teams mean more empathetic conversations with the patients who need support. We're really pleased to hear this will continue annually.”

Sally Dickinson

Head of Information and Support Services, NASS



Our NHS Partners

The People We Build It With

"It has revolutionized how I interact with patient prescriptions and manage their care... Its ease of use and transparent information have saved me countless hours of administrative work."

Raghu Mamullapally

Lead Pharmacist, Homecare Services
Queen Alexandra Hospital, Portsmouth

"PHP are highly committed to advancing homecare services, have identified gaps where efficiencies can be gained, and are fully engaged with the needs of the NHS and its 10-Year Health Plan."

Penny Chu

Deputy Lead Clinician, Medicines Procurement and Supply
Leeds Teaching Hospitals NHS Trust



What It Changed

Measured, Not Claimed

Patient survey, July 2026 · 2,417 responses

95.5%

overall experience of our service

97.6%

helpfulness and courtesy of the delivery person

94.0%

overall homecare service satisfaction

Getting patients on to service

1.03

days, average time to onboard a patient

96%

received medication in full within five days of the first prescription

88%

registered within one day of receiving the form

And the People We Are Here For

**Nothing We Built Means Anything
Until a Patient Feels It**
