

# Frequently Asked Questions (FAQ) Patients

It's what **we** know.

**Lloyds**Clinical

# General

## What devices can the app be downloaded onto?

Our **Home** app is compatible with:

- Apple mobile devices (IOS v.17 or later)
- Android mobile devices (v.11 or later)

## Is the Home app free?

Yes, it is completely FREE for all our patients.

## Do I have to use the Home app?

No, it's optional and while it offers a convenient, digital way for you to manage your own deliveries, you can always call, or email us if you prefer.

## Can all patients use the Home app?

Our intention is for the app to be available to as many patients as possible, however, we may limit patient access based on a clinical assessment, and may decide that some patients are not suitable due to the complexity of service they receive.

All patients must have received their first two deliveries before they can use the **Home** app. The first two deliveries of a new therapy must be booked via the telephone or SMS.

## Where can I leave feedback on the Home app?

We would love to hear your feedback. Please leave a review on the App Store or Google Play, to help us continue to develop and refine how it works.

## What should I do if the app is showing an error message?

We would recommend you log out and log in again. If the issue persists then please contact our Patient Services team at 0345 2636 123 or [patientapp@lloydsclinical.com](mailto:patientapp@lloydsclinical.com).

## Can I book my nurse visit on the Home app?

No, nurse visits are currently not available for viewing or booking, but we are exploring options to include this in the future.

## I used the Patient Portal and now it is closed. Can I use the Home app instead?

If you used our Patient Portal, you can manage your medication deliveries through our **Home** app. There's no need to register again, simply download the app here:

- Apple: <https://apps.apple.com/gb/app/lloydsclinical-home/id6742561130>
- Android: <https://play.google.com/store/apps/details?id=com.lloydsclinical.patientapp>

You can then log in to the app using your portal login details.

# Downloading the app

## How do I download the app?

The app is available for download from your mobile device app store. Please visit the app store and search for "Lloyds Clinical" or Lloyds Clinical Home".

## Can I have the app on more than one device?

Yes, the app can be downloaded on multiple mobile devices.

## Creating an account

### How do I receive an invite to the Home app?

If you have not yet been invited via text message, contact our Patient Services team at [patientapp@lloydsclinical.com](mailto:patientapp@lloydsclinical.com). We are phasing our invitations to patients to ensure a smooth onboarding process, but we would be delighted to send you an invite if you would like to use the **Home** app earlier.

Please note: some patients will not be suitable due to the complexity of their therapy and service.

## Logging into the app

### How do I login to the Home app?

To login for the first time, follow these steps:

Please note: all steps must be completed on the device where the **Home** app is installed.

- Step 1: Download the **Home** patient app free from the Apple App Store or Google Play Store.
  - Step 2 (new users): Email Patient Services to ask for an account to be set up on **Home**.
  - or Step 2 (patient portal users): If you used our Patient Portal, there's no need to register again, simply log in to the app using your portal login details.
- Step 3: Patient Services will send you an invitation via text message to set up your account.
- Step 4: Click the link in the text message and complete the registration process within **30 minutes** of clicking the link.
- Step 5: Verify your email address and set your password as prompted.
- Step 6: Sign in.

You will be asked if you would like to use biometrics. If you select yes and have a compatible phone, then facial recognition or fingerprint can be used to login to the **Home** app.

Please note: if you don't complete your registration within 30 minutes or miss a step, your link will expire. In this instance, please email [patientapp@lloydsclinical.com](mailto:patientapp@lloydsclinical.com) or call 0345 2636 123.

### How do I log out of the Home app?

You can log out of the app at any time by clicking on the 'my account' section and scrolling down to 'log out'.

### What should I do if I forget my password?

Simply click 'Forgot Password' on the login screen, the app will guide you through a reset process. You shouldn't need to contact the Patient Services team unless you see an error message. If you do, try logging out and back in.

If the issue continues, please contact us at 0345 2636 123 or [patientapp@lloydsclinical.com](mailto:patientapp@lloydsclinical.com).

# Booking a delivery

## Can I book a specific delivery date and time?

When booking your delivery, you will be offered a range of delivery dates which are appropriate for your prescription frequency. Once you have selected a delivery date you will receive a text message the day before your delivery advising you of your two-hour delivery window. It is very important that you are home to accept your delivery. We require an approval signatory to sign for all deliveries. If you are not home for your delivery, we are unable to guarantee a redelivery date within 48 hours.

## Can I rearrange my delivery date?

Yes, the **Home** app is available 24/7 for booking and amending deliveries.

Please note that changes can't be made within 72 hours (3 days) of your scheduled delivery. If you need to make an urgent change during this time, please contact the Patient Services team directly on 0345 2636 123.

## I am unable to book a delivery in the Home app but I am due a delivery, what should I do?

There are several reasons why you may not be able to book your delivery, for example we might not have a valid prescription on record for you.

If you require a delivery of your medication, please contact our Patient Services team directly at 0345 2636 123 or [patientapp@lloydsclinical.com](mailto:patientapp@lloydsclinical.com) who will investigate this for you.

## What happens if I don't receive my delivery on the scheduled date?

Deliveries can be delayed due to factors such as severe weather, traffic, or vehicle issues. It can also happen if you (or your nominated person) are not at the delivery address.

If this happens, our Patient Services team will contact you to rearrange your delivery. You can also get in touch directly at 0345 2636 123 or [patientapp@lloydsclinical.com](mailto:patientapp@lloydsclinical.com) at any time.

## What security measures do Lloyds Clinical have in place?

Lloyds Clinical takes the security of its systems and services seriously. We implement and maintain robust cybersecurity measures, including regularly updated antivirus software, firewalls, and monitoring systems to guard against malware, data breaches, and unauthorised access.

In line with NHS requirements, Lloyds Clinical adheres to the **Data Security and Protection Toolkit (DSPT)** and complies with the **Digital Technology Assessment Criteria (DTAC)**. We also regularly test our applications to identify and remediate potential vulnerabilities.

As a healthcare technology provider operating within the NHS framework, Lloyds Clinical aligns with relevant obligations under the **Network and Information Systems (NIS) Regulations**, where applicable.

## Disclaimer

*Lloyds Clinical patient app **Home** is not a medical device and is not to be used in an emergency medical situation or for emergency supplies of medication.*