

# Medicines Support (Hospital to Home)

## Pharmacy

### Patient Information Leaflet

#### **Have there been changes to your medicines?**

##### **Find out how your local community pharmacy can help**

This leaflet tells you about the free of charge NHS service you can receive from your community pharmacy.

#### **How to receive follow-up support with your medicines after leaving hospital**

- It can be difficult to take in or remember all of the information you are given about changes to your medicines when you are in hospital due to everything else that is going on. This could result in you not getting the intended benefits from your medicines, which could lead to avoidable long-term problems with your health.
- If your medicines have changed, or if you feel additional support would be helpful, a service is now available to provide you with ongoing support from your local community pharmacy (chemist) after leaving hospital.

- The community pharmacist will talk with you about how you are getting on with your new medicines and discuss any problems you are having, for example any side effects, or difficulty taking the medicines. The pharmacist will also help you find out more about the medicines you are taking, and make sure they are working as well as they can for you. This is a confidential conversation and will take place in a private area within the pharmacy or, if you prefer, it may be possible to have the discussion over the telephone.

## How does the service work?

- Before you go home, one of our hospital pharmacy team will refer you to your chosen community pharmacy.
- Once you have given your consent, your discharge summary with information about the medicines you are taking will be sent securely through our electronic system to the pharmacy you have selected. Our team will make sure your community pharmacist has all the details they need to help you.
- Once you are home, your chosen pharmacy will contact you and arrange a convenient time for you to visit them, usually within a few days of your discharge from hospital. They may provide advice on
  - Coping with any changes to your medication.
  - Side effects.
  - Answering any queries you may have.
  - Returning any stopped or out of date medicines to the pharmacy.

## What if I cannot go to my local community pharmacy?

- If your local community pharmacy does not offer this service, we can refer you to an alternative pharmacy in your area if you are happy for us to do so.

If you cannot get to the pharmacy in person, you may be able to have your review over the telephone, or your pharmacist may be able to visit you at home.

## Other pharmacy services

- Your local pharmacist can give you information about other pharmacy services, such as
  - advice on healthy living,
  - advice on treating common illnesses and
  - help with quitting smoking

## Further information

For information relating to freedom of information, sharing agreements, data protection impact assessments, data security and protection policies, please use the following links:

<http://www.dgft.nhs.uk/about-us/freedom-of-information/>

<http://www.dgft.nhs.uk/about-us/publications/>

If you have any concerns or complaints about the service, please contact the Patient Advice and Liaison Service (PALS) on Freephone 0800 073 0510 or email [dgft.pals@nhs.net](mailto:dgft.pals@nhs.net) for support.

This leaflet has been written in collaboration with



If you have any questions, or if there is anything you do not understand about this leaflet, please contact:

Russells Hall Hospital switchboard number: 01384 456111

**This leaflet can be downloaded or printed from:**

<http://dgft.nhs.uk/services-and-wards/pharmacy/>

If you have any feedback on this patient information leaflet, please email [dgft.patient.information@nhs.net](mailto:dgft.patient.information@nhs.net)

**This leaflet can be made available in large print, audio version and in other languages, please call 0800 073 0510.**

للحصول على هذه النشرة بحجم أكبر، وعلى شكل إصدار صوتي و بلغات أخرى، الرجاء الاتصال بالرقم 08000730510.

此宣传单可提供大字版本、音频版本和其它语言版本，请拨打电话：0800 073 0510。

Ulotka dostępna jest również w dużym druku, wersji audio lub w innym języku. W tym celu zadzwoń pod numer 0800 073 0510.

ਇਹ ਪਰਚਾ ਵੱਡੇ ਅੱਖਰਾਂ، ਬੋਲ ਕੇ ਰੀਕਾਰਡ ਕੀਤਾ ਹੋਇਆ ਅਤੇ ਦੂਸਰੀਆਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਵੀ ਪ੍ਰਾਪਤ ਹੋ ਸਕਦਾ ਹੈ, 0800 073 0510 ਤੇ ਫੋਨ ਕਰੋ ਜੀ।

Aceasta brosură poate fi pusă la dispoziție tipărită cu caractere mari, versiune audio sau în alte limbi, pentru acest lucru va rugăm sunați la 0800 073 0510.

یہ کتابچہ آپ کو بڑے حروف کی لکھائی، سعی صورت اور دیگر زبانوں میں مہیا کیا جا سکتا ہے۔ برائے مہربانی فون نمبر 08000730510 پر رابطہ کریں۔