

Medicines Support (Hospital to Home)

Pharmacy

The prevention of infection is a major priority in all healthcare and everyone has a part to play.

- Wash your hands with soap and warm water and dry thoroughly. Use hand gel, if provided, in care facilities.
- If you have symptoms of diarrhoea and vomiting stay at home and do not visit relatives that are vulnerable in hospital or in residential care. You will spread the illness.
- Keep the environment clean and safe. Let's work together to keep it that way. Prevention is better than cure.

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 remember all 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 ask you if you would like to be referred to a community pharmacy which is convenient for you.
- 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 that you have selected.

Our team will make sure your community pharmacist has all the details they need to help you.

- Once you are home from hospital, your chosen pharmacy will contact you and arrange a convenient time for you to visit them. This will usually be within a few days of getting home from hospital. The pharmacist may give 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.
- If you decide after you get home that you would like this additional support, you can contact your local pharmacy directly. If they don't offer this service, they might be able to refer you elsewhere or you can contact our Medicines Information Patient Helpline for help with this. (Contact details at the end).

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 the review over the telephone or your pharmacist may be able to visit you at home.

Medicines information patient helpline

Contact us if you need help with your new medicines, or if you would like a referral to your community pharmacy for a medicines review.

Tel: 01902 695136

9am to 1pm Monday to Friday (excluding public holidays)

English

If you need information in another way like easy read or a different language please let us know.

If you need an interpreter or assistance please let us know.

Lithuanian

Jeigu norėtumėte, kad informacija jums būtų pateikta kitu būdu, pavyzdžiui, supaprastinta forma ar kita kalba, prašome mums apie tai pranešti.

Jeigu jums reikia vertėjo ar kitos pagalbos, prašome mums apie tai pranešti.

Polish

Jeżeli chcieliby Państwo otrzymać te informacje w innej postaci, na przykład w wersji łatwej do czytania lub w innym języku, prosimy powiedzieć nam o tym.

Prosimy poinformować nas również, jeżeli potrzebowałiby Państwo usługi tłumaczenia ustnego lub innej pomocy.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ, ਜਿਵੇਂ ਪੜ੍ਹਨ ਵਿਚ ਆਸਾਨ ਰੂਪ ਜਾਂ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ, ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

ਜੇ ਤੁਹਾਨੂੰ ਦੁਭਾਸ਼ੀਏ ਦੀ ਜਾਂ ਸਹਾਇਤਾ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ।

Romanian

Dacă aveți nevoie de informații în alt format, ca de exemplu caractere ușor de citit sau altă limbă, vă rugăm să ne informați.

Dacă aveți nevoie de un interpret sau de asistență, vă rugăm să ne informați.

Traditional Chinese

如果您需要以其他方式了解信息，如易读或其他语种，请告诉我们。

如果您需要口译人员或帮助，请告诉我们。