

Patient information

Medicines support from your community pharmacy after leaving hospital

Your community pharmacy (chemist) will be able to give you advice and support about your medicines after you leave hospital. This leaflet tells you about the services you may be able to receive from your community pharmacy.

Is this for me?

If you regularly received your medicines from your community pharmacy in a MDS (Dossette) box before you were admitted to hospital:

The hospital pharmacy team will liaise with your community pharmacy to ensure they know your medication has been changed whilst you have been in hospital, so that if necessary a new prescription can be arranged with your GP.

If your medicines were changed while you were in hospital:

You are eligible to have a Medicines Use Review at your community pharmacy. This is a free NHS service to help you find out more about the medicines you are taking, pick up any problems you are having with your medicines and so improve their effectiveness.

It is a confidential conversation with your community pharmacist and will be provided in a private area within the pharmacy.

If you were prescribed a new medicine, for a long-term condition while you were in hospital:

You may be invited to use the New Medicine Service. This is a free NHS service to

help you understand your condition and get the most out of your new medicine. The community pharmacist will ask you questions about how you are getting on with your new medicine, find out if you are having any problems and give you information and support. This is a confidential conversation and will be provided in a private area within the pharmacy, or, if you prefer, you could choose to have the conversation over the telephone.

What happens next?

A member of the hospital pharmacy team will send the information to your nominated community pharmacy when you are discharged from hospital. The community pharmacist will then contact you to discuss the best way for you to be able to manage your medicines at home.

What if I need some advice about my medicines before I see the Community Pharmacist or if I don't receive a call?

Contact your usual community pharmacy or contact the West Suffolk Hospital Medicines Information Helpline on **01284 713109**, Monday to Friday 9.00am to 2.00pm.

Notes:

We hope that you are happy with the service provided by the pharmacy department. If you would like to let us know how we have performed, please go to www.wsh.nhs.uk. You will find a short, anonymous questionnaire in the **Pharmacy** section by clicking '**Services A to Z**' then the '**Clinical Services**' link.

If you would like any information regarding access to the West Suffolk Hospital and its facilities please visit the hospital website www.wsh.nhs.uk and click on the link, or visit the disabledgo website:

<http://www.disabledgo.com/organisations/west-suffolk-nhs-foundation-trust/main>

