



We can provide interpreters for a variety of languages, information in larger print or other formats (e.g. audio) - please call us on 01932 723553.

To use the Text Relay service, prefix all numbers with 18001.

اگر نیاز به ترجمہ دارید، لطفاً با شماره 01932 723553 تماس بگیرید.

ਜੇ ਤੁਹਾਨੂੰ ਤਰਜਮੇ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ فون ਕਰੋ: 01932 723553

اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براہ کرم اس فون نمبر 01932 723553 پر رابطہ کریں

Se precisa de uma tradução por favor contacte: 01932 723553

আপনার অনুবাদের দরকার হলে এখানে যোগাযোগ করুন : 01932 723553

यदि आपको अनुवाद की ज़रूरत है तो कृपया इस नंबर पर फोन करें: 01932 723553

Jeżeli chcemy, aby te informacje w innym języku, proszę zadzwonić 01932 723553

Ashford Hospital
London Road
Ashford, Middlesex
TW15 3AA
Tel: **01784 884488**

St. Peter's Hospital
Guildford Road
Chertsey, Surrey
KT16 0PZ.
Tel: **01932 872000**

Website: www.ashfordstpeters.nhs.uk

About Your Medicines

Pharmacy Department



About Your Medicines

During your visit to, or stay in, hospital

Please give all the medicines that you have brought in from home to your nurse. This is so that we can be sure we know about everything you are taking and so that if you are staying in the hospital, your medicines can be stored safely and securely whilst you are here.

With your consent, if possible and suitable, we will use your own medicines whilst you are staying in the hospital, and give them back to you when you are discharged back home. If your medication regime is changed, or if your own supply is running low, we will dispense more to ensure you have sufficient quantities on discharge. This will give you enough time to obtain further supplies from your GP. Your GP will be informed by us of any changes to your medication, and you will be given a copy of your discharge letter which will contain details of the medicines you were discharged taking.

The doctor looking after you will discuss your medicines with you - particularly if there have been changes or additions to your medicines. Pharmacists are also available to answer questions about any aspect of your medication; you will be more likely to see a pharmacist if you have stayed in the hospital. Some wards also have a medicines management technician, working with the pharmacist who can also help. The kinds of questions we can help you with could relate to any aspect of your medicines, for example:

- Changes to your medicines during your hospital visit / stay. We can give clear information in the form of an individual medicines chart where necessary.
- What side effects you may experience

- How to take your medicines
- Whether your medicines may react with other medicines you take, and what to do about this.

If you have any questions and have not seen a pharmacist on their rounds, please tell your nurse who will ask the ward pharmacist to see you.

When you have left the hospital

We are happy to answer questions about medicines started or changed in hospital either during an admission or after you have visited us as an outpatient or at A&E.

You can call the **Pharmacy Medicines Helpline** on:

01276 526751 (Monday to Friday 11am-3pm). Please have your medicines, or a list of your medicines, to hand when you call.

Note that the medicines you obtain from your GP may look different from the ones you were given at the hospital. If you have any concerns, your local community pharmacist (usually found in the high street as an independent 'chemist shop', in a multiple chain, or in a supermarket etc.) can advise you and answer questions about your medicines. There are also some more in-depth free medicines review services that you may be eligible for at your community pharmacy – ask your local community pharmacist for details.

Further Information

We endeavour to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with the Matron, Senior Nurse or Manager on duty.

If they cannot resolve your concern, please contact our Patient Experience Team on 01932 723553 or email asp-tr.patient.advice@nhs.net. If you remain concerned, the team can also advise upon how to make a formal complaint.

Author: Baljinder Ahitan, on behalf of Medicines Governance Committee

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