

Who else can you contact?

NHS Choices

Provides online information and guidance on all aspects of health and healthcare www.nhs.uk

Community Pharmacy (chemist shop)

Many community pharmacies run services to help you with your medicines – just ask!

- New Medicines Service – support if you've recently started a new medicine
- Medicine Check-up – Helping you to better understand your medicines

NHS 111

For non-emergency medical advice – phone for free!

A side effect of your medicine?

If you have a symptom which you think may be a side effect of your medicine...

- 1 check the patient information leaflet supplied with the medicine. This lists the known side effects, and advises you what to do.
- 2 Ask your doctor or pharmacist for advice
- 3 You can report the side effects using Yellow Card, especially if it is not mentioned in the patient information leaflet

How to report a suspected side effect?

There are three ways to use the yellow card scheme

- 1 Use the online yellow card at www.mhra.gov/yellowcard
This is the easiest way to make a report, if you have access to the internet
- 2 Ask your pharmacist for a Yellow Card form which you complete and post
- 3 Call the Yellow Card hotline on [0808 100 3352](tel:08081003352)

You can report side effects of any medication or herbal remedy, whether it was prescribed by your doctor or brought without a prescription

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on 01926 495321 (extension: 4162)



Approved by
SWFT Patient
Information
Group

Further Information

Equality Statement

At South Warwickshire NHS Foundation Trust we are fully committed to equality and diversity, both as an employer and as a service provider. We have a policy statement in our Equality Strategy that clearly outlines our commitment to equality for service users, patients and staff:

- You and your family have the right to be treated fairly and be routinely involved in decisions about your treatment and care. You can expect to be treated with dignity and respect. You will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.
- You have a responsibility to treat other service users, patients and our staff with dignity and respect

Our information for patients can also be made available in other languages, Braille, audio tape, disc or in large print.

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PALS

We offer a Patient Advice Liaison Service (PALS). This is a confidential service for families to help with any questions or concerns about local health services.

You can contact the service by the direct telephone line on [01926 600 054](tel:01926600054) by email: Pals@swft.nhs.uk or by calling in person to the PALS Office which is located in the Lakin Road Entrance to the hospital.

Information for patients and carers

Important Information about Medicines



Medicines contain powerful ingredients to help treat you or someone you are caring for.

It is important that medicines are used safely. Medicines may cause harm if they are not:

- stored correctly
- taken correctly
- disposed of safely



Please read this leaflet carefully

What happens to your medicines in hospital?

- We will ask you to hand over your medicines for safe storage soon after admission.
- Your medicines will usually be locked away in your bedside cabinet.
- Nursing staff will take responsibility for ensuring you get the medication you need – this may involve using some of your own supply of medication during your admission.
- Your medication will be checked by a healthcare professional soon after admission; this will usually be carried out by a Pharmacist or a Pharmacy Technician.
- You may be asked some questions about your medication so that we can ensure you get the most out of your treatment.
- There may be some changes to your usual medication during your hospital stay e.g. doses may be changed, medication may be stopped, or new medication may be started.
- You will receive a written summary of your medication and any changes on discharge

Who should you ask if you have any questions?

Most members of the team looking after you (doctors, nurses and pharmacy staff) should be able to answer your questions.

If you want to speak to your pharmacist and haven't met them, please let your nurse know.

What questions might you want to ask?

Here are some examples:

Questions about what your medicines are and what they do:

- What is my medication for?
- How does my medication work?
- How long will it take for my medication to work?
- How can I tell if my medication is working?

Questions about using your medicines:

- How should I take my medication?
- How long do I need to take my medication for?
- What should I do if I forget to take a dose?
- How do I get a further supply of medication?

Questions about using your medicines:

- Does my medication have any side effects?
- What should I do if I experience side effects?

Questions about how medicines may affect your everyday life:

- Can I drink alcohol while taking this medication?
- Is my new medicine safe to use with my other medicines or supplements?
- Will the medicine make me feel drowsy and affect my ability to drive or operate equipment?

Do you read the label and leaflet?

Always carefully read and follow the instructions on your medicine's label.

Every medicine should be provided with a patient information leaflet – this contains important information such as side effects and how to take the medicine. Please read it.

How should you store your medicines?

Please keep all medicines:

- ✓ Tightly closed
- ✓ In the bottle or box they came in (labels intact)
- ✓ In a cool place
- ✓ Out of the reach and sight of children
- ✓ Where you or a carer can easily find them

Please do not store medicine:

- ✗ Within reach of children
- ✗ In a warm place e.g. mantelpiece
- ✗ Where they may be exposed to light
- ✗ In the fridge or freezer unless the label or your pharmacist asks you to do so

Never share your medicines.

Always check the persons name on the medicine label – this is to ensure you only use medicines that are meant for you.

What should you do when medicines are no longer needed?

If your medication is out of date (expired), if your prescription has been changed, or if the person for whom the medication is prescribed has passed away, it will need to be disposed of.

Medicines can be dangerous and therefore they must be disposed of safely.

Never dispose of medicines in the household waste or down the sink.

Return unused medicines to a community pharmacy or chemist shop (preferably the pharmacy where they were supplied from).