Dear Patient,

(If you had to have medicines dispensed from pharmacy.)

Your discharge prescription was received in pharmacy at........

And completed at................................

If you were kept waiting, your medicines may have been delayed for one, or several, of the following reasons:

- Your prescription arrived later than required for same-day dispensing.
- Your medicine was not readily available in stock and had to be obtained.
- The pharmacist had a query with your prescription and consequently there was an unavoidable delay in its processing.

We hope you find this information helpful and would like to apologise if you experienced a delay.

Inpatient Pharmacy: Box 104

Other formats:

If you would like this information in another language, large print or audio, please ask the department where you are being treated, to contact the patient information team: patient.information@addenbrookes.nhs.uk.

Please note: We do not currently hold many leaflets in other languages; written translation requests are funded and agreed by the department who has authored the leaflet.

We are now a smoke-free site: smoking will not be allowed anywhere on the hospital site.

For advice and support in quitting, contact your GP or the free NHS stop smoking helpline on 0800 169 0169.

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What is the aim of this leaflet?
This leaflet tells you about the Addenbrooke’s Hospital Medicines Helpline.

What questions can you ask about your hospital medicines?
- How and when you take your medicines
- Taking other medicines
- Problems with medicines
- Can I drink alcohol?

Medicines Helpline 01223 217502
Please telephone between 09:00 and 17:00 on Mondays to Fridays.

Please note: we can only give you information on medicines given to you from the hospital.

How should I get further supplies of my medicine?
Further supplies should be obtained from your family doctor (GP) to whom your hospital doctor will have written. (Please note the medicines your family doctor prescribes may look different from those supplied to you by the hospital pharmacy).

Have your medicines changed?
If your medicines have been changed while you have been in hospital please visit your normal pharmacy (chemist). If you have been prescribed a medicine that needs more care they may offer you a Medicines Use Review (MUR) or enrol you into the New Medicines Service (NMS). They can help you to get more benefit from your medicines to get the best improvement in your health.

How to take your medicines
Follow the instructions on your prescription label carefully and ask your doctor or pharmacist to explain any part you do not understand.
Take only in accordance with your doctor’s directions.

How to care for your medicines
Keep all medicines in the containers they came in, and out of the reach of children. Store medicines in dry places out of direct sunlight. Do not store in kitchens or bathrooms.
If special storage requirements are necessary, the container will be labelled with these requirements.

And remember
Always keep medicines out of the reach of children.
Always take medicines in accordance with the instructions.
Always keep medicines in tightly closed containers and in a cool, dry place.
Never share prescribed medicines with others.
Never hoard medicines.
Never transfer medicines from the original container to another.

Contacts/Further information
If in doubt then do not be afraid to ask for further advice
For questions about your illness or medicines prescribed by your GP please contact your GP directly or call NHS 111 service.