

Pharmacy department

Medicines support after leaving hospital

Information for patients, relatives and carers

During your hospital stay, your ward pharmacist or pharmacy technician may ask your permission to share information with your community pharmacy (chemist) to help you benefit from their advice and support with your medicines after discharge.

Giving your permission

If you give your permission, the hospital pharmacy will share with the community pharmacy the same discharge summary that is sent to your GP and also given to you when you leave hospital.

At any time during your stay you may change your mind. Please tell the ward pharmacist that you do not wish this information to be shared with your community pharmacy, **before you are discharged** from hospital.

How your local community pharmacy can help

Once home from hospital, your community pharmacist may contact you to offer a range of free NHS services. These services may include advice on your new and existing medicines, healthy living, treating common illnesses, help with stopping smoking or an NHS health check.

These services may involve a confidential conversation which 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.

This service is in addition to the advice and support you will get from the pharmacy team during your hospital stay or visit.

If you need advice about your medicines before you see the community pharmacist or if you do not receive a call, then contact one of these options:

- your community pharmacy
- the medicines information helpline at the pharmacy department:
020 3311 1703 Monday to Friday 09.00 to 17.00 (except bank holidays)
- the ward you were discharged from

How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any **suggestions** or **comments** about your visit, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3313 0088** (Charing Cross, Hammersmith and Queen Charlotte's & Chelsea hospitals), or **020 3312 7777** (St Mary's and Western Eye hospitals). You can also email PALS at imperial.pals@nhs.net The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to complain by contacting our complaints department:

Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street
London W2 1NY

Email: ICHC-tr.Complaints@nhs.net

Telephone: **020 3312 1337 / 1349**

Alternative formats

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team:
imperial.communications@nhs.net

Wi-fi

Wi-fi is available at our Trust. For more information visit our website: www.imperial.nhs.uk