

Why might I want to keep and administer my medicines in hospital?

Keeping and administering your medicines, rather than being given them by a nurse, helps you to:

- be active in your own care
- take your medication when you need to
- be better prepared for going home

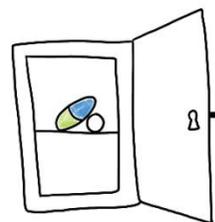
Are there any medicines I can't keep and administer myself in hospital?

You can keep and administer most medicines yourself but there are some exceptions. Medicines that need to be given through a drip may need to be given to you by healthcare professionals.

If I want to keep and administer my medicines in hospital how will that work?

The team will talk to you. Together you will decide if keeping and administering your own medicines is possible, and which ones you do want to self-administer.

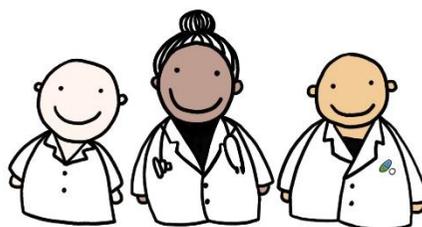
We will give you a secure space to store your medicines. We will also supply any additional medicines you may need.



The team will check on your condition while you are in hospital. If, for any reason or at any point of your stay you are not able to keep and administer your medicines the nurse will administer them instead.

Who can help me if I have any questions?

You can speak to any member of the team. They will be able to help if you have any queries or miss a dose of your medicine. If you change your mind and would prefer a nurse to take charge of your medicines just tell us.



Please contact us

If you have any further questions or concerns regarding your medicines, please ring the medicines information helpline at the pharmacy department:

Telephone: 020 3311 1703
(Monday to Friday, 09.00 to 17.00 except bank holidays)

How do I make a comment about my treatment?

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

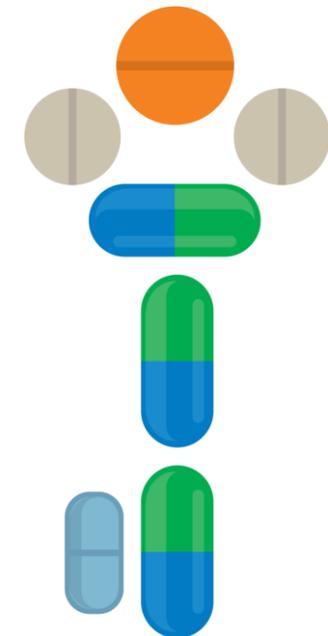
This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team:

imperial.communications@nhs.net

Wi-fi

We have a free wi-fi service for basic filtered browsing and a premium wi-fi service (requiring payment) at each of our five hospitals. Look for WiFiSPARK_FREE or WiFiSPARK_PREMIUM

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Trust-wide
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