

Help with your medicines after leaving hospital

Pharmacy Helpline

If you require information about your medicines you can call the Norfolk & Norwich University Hospital Pharmacy Helpline between 9am-5pm Monday to Friday. Telephone 01603 286286 and ask for the Pharmacy Helpline. Your questions may include:

- How and when should I take my medicines?
- Can I take other medication with them?

We cannot answer questions about your illness in general or about other people's medicines.

Find out how your local chemist can help

Your community pharmacy (chemist) will be able to give you advice and support after you leave hospital. This leaflet tells you about the services you may be able to receive from your community pharmacy.

New medicines prescribed in outpatient clinics

If you were prescribed a new medicine for a long-term condition while at an outpatient clinic, you may be invited to use the New Medicines Service. This is a free NHS service to help you understand your condition and get the most out of your new medicine. Your community pharmacist will ask you questions about how you are getting on with your new medicine, find out if you are having any problems and give you information and support. This is a confidential conversation and will be provided in a private area within the pharmacy or, if you prefer, you could choose to have the discussion over the telephone.

Your hospital pharmacist will be able to tell you if you are eligible for the New Medicine Service. They might give you a form to take to your pharmacy. This will help the pharmacist understand why you have been prescribed the new medicine.

Changes to medicines following an inpatient stay

If your medicines were changed while you were in hospital you are eligible to be referred to your community pharmacy's discharge medicines service. This is a free NHS service to help you find out more about the medicines you are taking and how best to take them. It is also an opportunity to pick up any problems you are having with your medicines. Research has shown this service can result in patients being less likely to be re-admitted to hospital and if they are re-admitted will experience shorter stays. It is a confidential conversation with your Community Pharmacist and will be provided in a private area within the Pharmacy.

Your hospital pharmacist will ask for your agreement to send an electronic referral to your community pharmacy. This will help the pharmacist to understand what you have been prescribed by the hospital and why there have been changes to your medicines.

Other Pharmacy Services

Ask your pharmacist about other pharmacy services such as:

- Healthy living advice
- Advice on treating minor illnesses
- Help with Stopping Smoking
- NHS Health Checks



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