

# You and your medicines

## Information for patients, relatives and carers



If you would like any more information that is not contained within this leaflet please contact:

### **Calderdale Royal Hospital Pharmacy**

Telephone No: 01422 224355

### **Huddersfield Royal Infirmary Pharmacy**

Telephone No: 01484 342422

### **Medicines Information**

Email: [medicines.information@cht.nhs.uk](mailto:medicines.information@cht.nhs.uk)

Telephone No: 01422 224356

Patient enquiries  
between 10.30 - 16.00  
Monday – Friday

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## About the Pharmacy Department

The Pharmacy service within Calderdale & Huddersfield NHS Foundation Trust would like to ensure that we help you make the best use of your medicines. The Pharmacy team includes Pharmacists, Pharmacy Technicians and Assistant Technical Officers. You may see different members of the Pharmacy team whilst you are in hospital. The Pharmacy team have a role in ensuring that the medicines you are prescribed during your hospital stay are the right medicines for you, and also ensure that medicines are available for you during your stay in hospital and for you to take home. This leaflet has been designed to tell you about how the Pharmacy Team can help you while you are an inpatient.

## What do medicines do?

### The medicines you are taking may:

**Treat your condition** e.g. an antibiotic to treat an infection.

**Control your condition** e.g. a medicine to lower your blood pressure.

**Treat the symptoms of your condition** e.g. a pain killer for headache.

**Prevent you from becoming unwell** e.g. a vaccination against disease.

## When you are admitted to hospital

- ✓ Please bring in all your prescribed medicines, any medicines that you have bought from a shop/ Pharmacy/on line that you currently take, herbal medicines and dietary supplements in their original containers.
- ✓ If you haven't brought your medicines with you, please ask a relative or carer to bring them in and hand them to a Nurse for safekeeping.
- ✓ If you have diabetes, please bring all your diabetes related equipment with you so if you are able, you can continue to monitor your capillary blood glucose and administer your insulin if it has been prescribed for you
- ✓ Always inform the Doctor, Nurse or a member of the Pharmacy team if you have an allergy or intolerance to a medicine or to any other substance such as food, latex etc.
- ✓ During your hospital stay Pharmacy staff will check that your prescribed medicines are appropriate and suitable for use.
- ✓ If you have an up to date repeat prescription list from your GP or hold a special card such as a steroid card, anticoagulant card or yellow warfarin booklet please bring these in with you.
- ✓ If you receive any medicines from outpatient clinics, cancer care or through a home delivery service please let the Doctors, Nurses and/or the Pharmacy team know.
- ✓ Some medicines may be derived from animal products and if you are concerned about this because of religious beliefs or dietary requirements it is important that you tell the Doctor, Nurse or Pharmacist.

## What will happen during my hospital stay?

- ✓ You will have a secure bedside locker to keep your medicines in while you are in hospital. Please allow us to lock your medicines away so that they are secured safely.
- ✓ Your Nurse will discuss with you if you would like to self-administer (and have access to this locker) or if you would prefer the Nurse to be responsible for your medicines whilst you are in hospital.
- ✓ If you would like to know more about self-administration, please ask your Nurse or a member of the Pharmacy team.
- ✓ If you have bought your own 'Controlled Drugs' e.g. morphine, Fentanyl patches into hospital with you, we will lock these in the ward Controlled Drugs cabinet for you.
- ✓ Your own medicines may be used during your stay to reduce the chance of you missing a dose, and to reduce medicine wastage.
- ✓ If you require additional supplies of your usual medicines or any newly prescribed medicines, these will be supplied fully labelled from Pharmacy.
- ✓ This process will help with a more efficient discharge as you will be supplied with enough medicines for use during your hospital stay and usually for at least 14 days when you get home.
- ✓ Some patients have medicines dispensed into administration aids (sometimes called blister packs, dosette boxes or nomad systems) by their local Pharmacy. If you usually have an administration aid and you need medicines to take home, we will give you a supply of medicines in a blister pack and send a list of your discharge medicines to your normal supplier. This will give them the opportunity to arrange for a new prescription as soon as possible.
- ✓ The Pharmacy team use a system called Connect with Pharmacy, which can provide medicines support after you are discharged. If you are eligible for a referral a member of the Pharmacy team will check that you are happy for us to send an electronic referral to the Community Pharmacy of your choice. When you are discharged, your chosen Community Pharmacy will be able to give you advice and support to help you get the best from your medicines.
- ✓ If you are housebound and live in Kirklees and need extra support with your medicines you may be referred to the Medicines Support Team. The team make home visits to support patients to understand their medication as well as helping to maximise independence through explanation and provision of various medication aids. You can also refer yourself by contacting Locala's Single Point of Contact on 030 0304 5555 or visiting  
["http://www.locala.org.uk/referrals-home"](http://www.locala.org.uk/referrals-home) [www.locala.org.uk/referrals-home](http://www.locala.org.uk/referrals-home)
- ✓ If you are housebound and live in Calderdale you may be contacted by the Urgent Community Response Team Pharmacist for medication support, you may also self refer via Gateway to Care on 01422 393000.

## What will happen when I am discharged?

- ✓ The Nurse or a member of the Pharmacy team helping with your discharge will discuss any changes to your medicines with you before you leave and will answer any questions that you may have.
- ✓ If you have a supply of medicines at home, please let a member of the Pharmacy team know that an additional supply from hospital is not needed.
- ✓ Any newly prescribed medicines will be supplied for you to take home on discharge.
- ✓ The Nurse on the ward will give you a copy of your discharge letter when you go home. A copy of this letter will also be sent to your GP. The letter contains information about your medicines.

## How do I take my medicines at home?

- ✓ Use your medicines as directed on the label.
- ✓ Some medicines have special instructions for example, to be taken before or after food. If this is the case it will say on the label.
- ✓ The patient information leaflet provided with your medicine will give you general information about how to use your medicines and any side effects that you may experience.
- ✓ Never share your medicines with others.
- ✓ Never take medicines prescribed for someone else.
- ✓ If you have questions about your medicines ask a Doctor, Nurse or a member of the Pharmacy team before you leave hospital.
- ✓ Your local Community Pharmacist can also provide help and information.

## How long should I take my medicines for?

- ✓ Some medicines are prescribed for a set length of time e.g. antibiotics, whereas others are intended to be continued when you leave hospital.
- ✓ It is important that you do not stop taking your medicine unless you are advised to do so by a health professional.

## Where do I get more medicines?

- ✓ Your hospital Doctor, Pharmacist or Nurse will inform your GP of any changes to your medicines and in most cases, your GP will prescribe further supplies of your medicines.
- ✓ Occasionally, your hospital will continue to prescribe your medicines and this should be discussed with you before you go home.
- ✓ It may take a few days to change a repeat prescription or start a new medicine and you should allow your GP three or four days to organise a new prescription for you when you have left hospital.
- ✓ You should always make sure that you have adequate supplies of your medicines.

## What if I am prescribed new medicines?

- ✓ If you were prescribed a new medicine for a long-term condition, you may be invited to use the “New Medicine Service” by your local Community Pharmacist.
- ✓ This is a free NHS service to help you understand your condition and get the most out of your new medicine. The Community Pharmacist will ask you questions about how you are getting on with your new medicines, find out if you have any problems and give you advice, information and support.
- ✓ This will take place in a private consultation area, or if you choose, over the telephone.
- ✓ A member of the hospital Pharmacy team will be able to tell you if you are eligible for the New Medicine Service. The service is only available for people living in England and only for those who have been prescribed a new medicine for the conditions listed:
  - asthma
  - chronic obstructive pulmonary disease
  - type 2 diabetes
  - high blood pressure, or
  - have been given a new blood-thinning or anticoagulant medicine.

Further information is available from the NHS choices website:

[www.nhs.uk/NHSEngland/AboutNHSservices/pharmacists/Pages/medicine-service-qa.aspx](http://www.nhs.uk/NHSEngland/AboutNHSservices/pharmacists/Pages/medicine-service-qa.aspx)

## Using medicines in special circumstances

- ✓ The patient information leaflet supplied with your medicine may say that the medicines should not be used in special circumstances such as during pregnancy or when breast-feeding. However the use of these medicines in some circumstances may be appropriate. If you think that you may be pregnant, are hoping to become pregnant or if you are breast-feeding always check that the medicines are safe to take.
- ✓ Speak to your Doctor or Pharmacist if you have any concerns regarding the use of a medicine in children.
- ✓ If you think you may require help reading the Pharmacy labels on your medicines or have difficulty in remembering to take your medicines please talk to your Nurse, Pharmacist or Pharmacy Technician.
- ✓ Your local Community Pharmacist will also be able to provide help and information.

## Some commonly asked questions

### How do I store my medicines?

The label or information leaflet will say if the medicine is to be stored in a refrigerator, otherwise, medicines should be stored in a cool, dry place and out of direct sunlight. Try to keep your medicines in the original box as the information may be very important. Always store your medicines out of sight and reach of children.

### What should I do if I feel unwell after taking my medicine?

The information leaflet provided with your medicines will tell you what to do if you experience any side effects. You can also speak to your Doctor or Pharmacist or you may also want to report using the 'Yellow Card' reporting system. This information is centrally held by the government and is accessible by calling 0800 1003 352 or online at [www.yellowcard.gov.uk](http://www.yellowcard.gov.uk)

### How will I know if a medicine has been stopped?

If any of your medicines have been stopped during your hospital admission this will have been written clearly in the letter you receive from the hospital at discharge. Sometimes Doctors use terms that you may not be familiar with to communicate stopped medicines to your GP. If you are not clear about any medicine changes whilst you are in hospital always check with your GP or your Pharmacist.

### How do I dispose of any unwanted medicines?

Return any unwanted medicines to your Community Pharmacy for safe disposal.

### How do I dispose of sharps and sharps bins?

Sharps (needles and syringes) should be disposed of in a yellow sharps bin. You may get one when you are discharged from the hospital, or you may have to ask your GP to prescribe one for you.

#### 1. If the sharps bin was given to you at the hospital. It can be returned to:

- ✓ The hospital clinic or ward
- ✓ Pharmacy Department at either hospital  
Monday – Friday 08.30 – 17.00  
Saturday/Sunday 08.30 – 17.00
- ✓ One of the Outpatient Pharmacies:

Calderdale Royal Hospital	Monday - Friday 08.30 to 19.00 Saturday 09.00 to 14.00
Huddersfield Royal Infirmary	Monday - Friday 09.00 to 17.00
Acre Mills Huddersfield	Monday - Friday 09.00 to 17.00

#### 2. If the sharps bin was given to you in community, it can be returned to:

- ✓ Your GP surgery or you can arrange a one off collection via the following link:  
<https://www.calderdale.gov.uk/v2/residents/environment-planning-and-building/waste-and-recycling/household-collections/clinical-waste>

Kirklees council do not offer this service, so contact your GP for disposal advice.

#### For further information on sharps bin disposal -

Calderdale: <https://www.calderdale.gov.uk/v2/residents/environment-planning-and-building/waste-and-recycling/household-collections/clinical-waste>

Kirklees: Suggest patient contact the Council Customer Service for advice:

<https://www.kirklees.gov.uk/beta/contact-the-council/frequent-contacts/default.aspx?customerservices>

Never put your hand inside the sharps bin to try and get something out. Keep the sharps bin out of sight and reach of children. Ensure you only fill the sharps bin to the line indicated by the manufacturer. Your sharps bin should be disposed of every three months, even if it is not full.



## What should I do if I am going on holiday?

Ensure that you take sufficient supplies of your usual medicines with you, enough to last for at least the time that you will be away from home. Always take a list of your medicines with you in case of emergencies. If you are taking injections or Controlled Drugs abroad, you must obtain a letter from your GP or hospital Doctor to show at the airport/ferry terminal. Always carry your medicines in your hand luggage including liquid medicines up to 100mls.

## Do I have to pay for my medicines?

When you are discharged from hospital you will not be charged a prescription charge for any medicines that are supplied from the hospital Pharmacy. If you have been prescribed medicines that will continue and you usually pay for your prescriptions you will need to pay for a repeat supply in the Community. If you attend Accident & Emergency and are prescribed medicines to take home, you will be expected to pay for them (unless exempt). You will receive a bill in the post.

For the latest prescription charge information please visit:

<http://www.nhs.uk/NHSEngland/Healthcosts/Pages/Prescriptioncosts.aspx>

Some patients are exempt from prescription charges. You can get free NHS prescriptions if at the time the medicine is supplied if you:

- ✓ are 60 or over
- ✓ are under 16
- ✓ are 16-18 and in full time education
- ✓ are pregnant or have had a baby in the previous 12 months and have a valid maternity exemption certificate
- ✓ have a specified medical condition and have a medical exemption certificate (see information below to check if you fit this criteria)
- ✓ hold a valid war pension exemption certificate and the prescription is for your accepted disability
- ✓ or your partner are named on, or entitled to an NHS tax credit exemption certificate
- ✓ are named on a valid HC2 certificate (an NHS Low Income Scheme certificate for full help with health costs)
- ✓ or your partner are receiving, or you are under 20 and dependent of someone receiving Income Support, Income-based Jobseeker's Allowance, Income-related Employment and Support Allowance, Universal Credit or Pension Credit Guarantee



## Medical exemptions

Patients with certain medical conditions can apply for a medical exemption certificate. A medical exemption certificate entitles you to free NHS prescriptions. You are able to apply for a medical exemption certificate if you have one of the following conditions:

- ✓ a permanent fistula (for example, caecostomy, colostomy, laryngostomy or ileostomy) which needs continuous surgical dressing or an appliance
- ✓ a form of hypoadrenalism (for example, Addison's Disease) for which specific substitution therapy is essential
- ✓ diabetes insipidus and other forms of hypopituitarism
- ✓ diabetes mellitus, except where treatment is by diet alone
- ✓ hypoparathyroidism
- ✓ myasthenia gravis
- ✓ myxoedema (that is hypothyroidism which needs thyroid hormone replacement)
- ✓ epilepsy which needs continuous anticonvulsive therapy
- ✓ a continuing physical disability which means you cannot go out without the help of another person
- ✓ cancer and are undergoing treatment for:
  - cancer
  - the effects of cancer
  - the effects of cancer treatment

If you are unsure of the name of your condition or whether you are entitled to a medical exemption certificate, speak to your Doctor. To apply for a medical exemption certificate you will need to ask your Doctor for a FP92A form. Your GP or hospital Doctor will sign the form to confirm your statement is correct. Send the completed form to:

NHS Help with Health Costs  
Medical Exemption  
Bridge House,  
152 Pilgrim Street  
Newcastle Upon Tyne, NE1 6SN

Once you receive your medical exemption certificate you will need to present this each time you obtain a supply of medicines from your Community Pharmacy.

## Pre-payment certificate (PPC)

If you are prescribed a number of items it may be cheaper for you to purchase a pre-payment certificate (PPC). A PPC covers you for all your NHS prescription costs.

There are two types of PPC available:

- ✓ a three month PPC – this will save you money if you require more than three different prescribed items in three months
- ✓ a twelve month PPC – this will save you money if you require more than twelve items in a year.

For the latest PPC charge information visit:

<http://www.nhs.uk/NHSEngland/Healthcosts/Pages/PPC.aspx>

You can apply for a PPC in a number of different ways:

1. Online, this is the quickest way to obtain a PPC and you can do this by visiting:  
<https://apps.nhsbsa.nhs.uk/ppcwebsales/patient.do>
2. By post, you can either print the application form by visiting  
<http://www.nhs.uk/NHSEngland/Healthcosts/Pages/PPC.aspx> or you can ask your Community Pharmacy or GP for a PPC form (FP95). The completed form should be posted to:

NHS Help with Health Costs  
PPC Issue Office  
PO Box 854  
Newcastle upon Tyne  
NE99 2DE

3. If you would rather speak to someone you can obtain a PPC by calling the PPC order line on 0300 330 1341

Once you receive your PPC you will need to present this each time you obtain a supply of medicines from your Community Pharmacy.

## Where can I get more information?

If you are still unsure about what your medicine is for or need more information, you could speak to your GP or Community Pharmacist. You can also contact the Hospital Pharmacy Medicines Information Service or Inpatient Pharmacies:

### Medicines Information

Email: [medicines.information@cht.nhs.uk](mailto:medicines.information@cht.nhs.uk)

Telephone No: 01422 224356 (Patient enquiries between 10.30 pm – 16.00 pm Monday – Friday)

### Calderdale Royal Hospital Pharmacy

Telephone No: 01422 224355

### Huddersfield Royal Infirmary Pharmacy

Telephone No: 01484 342422

### NHS Direct

Offers health information and advice by speciality trained nurses 24 hours a day

Telephone 111

Website: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

### NHS choices

Offers advice about health and medicines

Website: <https://www.nhs.uk/>

## Teaching, Training and Research

Our Trust is committed to teaching, training and research to support the development of staff and improve health and healthcare in our Community. Staff or students in training may attend consultations for this purpose. You can opt-out if you do not want trainees to attend. Staff may also ask you to be involved in our research.

## Patient Advice and Liaison Service (PALS)

Patients, relatives and carers sometimes need to turn to someone for help, advice or support. Our PALS team are available on both hospital sites Monday – Friday 09.00 to 17.00. Outside these hours you can leave a telephone or email message for the team to respond to the next working day.

Telephone 0800 013 0018

Email: [patientadvice@cht.nhs.uk](mailto:patientadvice@cht.nhs.uk)

Website: <http://www.cht.nhs.uk/services/non-clinical-services/patient-advice-and-complaints-service/>

## Tell us what you think

We hope that you found this leaflet helpful.

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## If you have any comments about this leaflet or the service you have received you can contact :

Karen Austin  
Lead Nurse, Medicines Management

Calderdale Royal Hospital  
Salterhebble  
Halifax  
West Yorkshire  
HX50PW

Telephone 01422 223207  
E-mail: [karen.austin@cht.nhs.uk](mailto:karen.austin@cht.nhs.uk)

## If you would like this information in another format or language contact the above.

Potřebujete-li tyto informace v jiném formátu nebo jazyce,  
obraťte se prosím na výše uvedené oddělení

Jeżeli są Państwo zainteresowani otrzymaniem tych  
informacji w innym formacie lub wersji językowej,  
prosimy skontaktować się z nami, korzystając z ww.  
danych kontaktowych

ਚ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਪ੍ਰਾਚੂਪ ਜਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ,  
ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਉਪਰੋਕਤ ਵਿਭਾਗ ਵਿੱਚ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

اگر آپ کو یہ معلومات کسی اور فارمیٹ یا زبان میں درکار ہوں، تو  
برائے مہربانی مندرجہ بالا شعبے میں ہم سے رابطہ کریں۔

"إذا احتجت الحصول على هذه المعلومة بشكل مغاير أو مترجمة إلى لغة مختلفة فيرجى منك الاتصال بالقسم  
المذكور أعلاه"