

# Discharge Medicines Service



## Information for patients

This leaflet provides information about the Discharge Medicines Service. If you have any other questions or concerns, please do not hesitate to speak to the doctors or nurses caring for you.

### Confirming your identity

Before you have a treatment or procedure, our staff will ask you your **name** and **date of birth** and check your **ID band**. If you don't have an ID band we will also ask you to confirm your address.

**If we don't ask these questions, then please ask us to check.**

Ensuring your safety is our primary concern.

## What is the Discharge Medicines Service?

When you are ready to leave hospital, you can choose to continue part of your care with the Discharge Medicines Service.

The service, provided free by the NHS, creates an important link with your community pharmacist. You will be invited to visit, discuss your medicines, ask any questions you have and get all the information you need. For example, you could ask the community pharmacist what the medicine is for and if there are any side effects.

By understanding your medicines and the most effective ways to take them, you can make sure you get the most out of them. Your pharmacist will give you the knowledge and support you need to put you in control of managing your medicines at home with confidence.

The Discharge Medicines Service begins after you leave hospital. Your community pharmacist will work closely with your GP to help you get the best out of your medication.

## How could the service help me?

Around half of all medicines prescribed to patients are taken incorrectly. This can include taking the wrong dosage, at the wrong time, or not at all.

When you don't take medicines as instructed, your condition isn't treated correctly and could even get worse. Your pharmacist can give you all the information you need to allow you to get the best from your medicines and help you to stay healthy at home.

The Discharge Medicines Service creates better links between hospital, community pharmacists and your GP. Through sharing information we are able to support you in the best way possible.



If you would like to use the service or have any questions, talk to the pharmacy staff when they visit you in hospital.

## How does this service work?

- You choose which pharmacy is convenient for you.
- Once you have given your consent, a copy of your discharge summary with information about the medicines you are taking will be sent securely through our electronic system to the pharmacy that you have selected.
- Once you are home from hospital, the pharmacist will contact you and arrange a convenient time for you to discuss your medications.

At your consultation the pharmacist will go through all the medicines you are taking with you and:

1. discuss any new medicines
2. look at changes to any existing medication that were made during your hospital stay
3. review all your medicines

The pharmacist will take the time to fully explain what each medicine is for, common side effects, and how to take them safely.

Signing up to the service is very quick and your hospital pharmacy team will take you through the process.

## Who can I contact with queries and concerns?

If you have any questions, please contact your medical team or your GP, or phone 111. If it is an emergency, please call 999.

## Sharing your information

We have teamed up with Guy's and St Thomas' Hospitals in a partnership known as King's Health Partners Academic Health Sciences Centre. We are working together to give our patients the



best possible care so you might find we invite you for appointments at Guy's or St Thomas'. To make sure everyone you meet always has the most up-to date information about your health we may share information about you between the hospitals.

## Care provided by students

We provide clinical training where our students get practical experience by treating patients. Please tell your doctor or nurse if you do not want students to be involved in your care. Your treatment will not be affected by your decision.

## PALS

The Patient Advice and Liaison Service (PALS) is a service that offers support, information and assistance to patients, relatives and visitors. They can also provide help and advice if you have a concern or complaint that staff have not been able to resolve for you. They can also pass on praise or thanks to our teams.

PALS at King's College Hospital, Denmark Hill, London SE5 9RS

Tel: **020 3299 3601**

Email: **[kch-tr.palsdh@nhs.net](mailto:kch-tr.palsdh@nhs.net)**

PALS at Princess Royal University Hospital, Farnborough Common, Orpington, Kent BR6 8ND

Tel: **01689 863252**

Email: **[kch-tr.palspruh@nhs.net](mailto:kch-tr.palspruh@nhs.net)**

**If you would like the information in this leaflet in a different language or format, please contact our Communications and Interpreting telephone line on 020 3299 4826 or email [kch-tr.accessibility@nhs.net](mailto:kch-tr.accessibility@nhs.net)**