

# How Your Medicine is Managed During Your Stay

**Pharmacy Department  
Clinical Support Services**

This leaflet has been designed to give you important information and to answer some common queries that you may have.



# Information for patients and visitors

---

## Pharmacy Staff on the Ward

During your stay in the hospital various members of the Pharmacy Department, whose role it is to ensure your medication is appropriate, may visit you.

When Pharmacy staff visit the ward, they will be available to discuss and give advice regarding your medication. Therefore, it is important that you bring all your medication into hospital with you. Where possible we will continue to use any medication you bring with you. We will give you further supplies whilst you are in the hospital as needed.

### The benefits of this are:

- 1) Your medicines are available to assist the Doctors in taking an accurate drug history and this reduces the risk of your medicine being unavailable
- 2) It allows you to continue with familiar tablets, eye drops and other treatment and avoids waste
- 3) A self-administration programme is now in place on some wards which allow you, where possible, to be responsible for taking your own medicines
- 4) Newly prescribed medicines will be supplied and any regular medicines which run out while you are in hospital will be supplied unless you have further supplies at home
- 5) There is the opportunity to advise you about discontinued or out of date medication and to remove them for your safety
- 6) There is less confusion at your discharge, as you will only take home the currently prescribed medication. Previously there could have been discontinued medication still at home and

newly prescribed items dispensed at discharge. This has the potential for incorrect or duplicate medication to be taken after discharge. (If in any doubt please ask to speak to a member of the Pharmacy Team)

- 7) There may be a reduction in the time required to supply the medication at discharge as in many cases an adequate supply will be already be available in your medication locker
- 8) Storing your medicines in the individual lockers complies with the government recommendations (Pharmacy in the Future and the NHS Plan)

Risks involved in not storing your medication in the lockers provided include:

- Medication becoming misplaced or stolen
- Other patients accidentally taking your medication
- Discontinued medication taken upon discharge

Please remember, during any further admission into hospital, to bring all the medicines that you have been taking at home. This includes inhalers, eye / ear drops, creams, ointments, contraceptive pills, patches, injections and any herbal or homeopathic remedies. Bring all medicines in the original containers and a copy of your repeat prescription request, and give them to the nurse on arrival at the ward to enable the doctor to prescribe your drugs accurately.

If you have any questions about any Pharmacy Service, please speak to a member of your pharmacy team.



**Together**   
*we care, we respect, we deliver*



# Information for patients and visitors

---

## Contact details within the Trust for patients to obtain additional information

Pharmacy Department

01724 290095 – Scunthorpe General Hospital (SGH)

01472 875274 – Diana Princess of Wales Grimsby (DPOW)

## Reference section

- The NHS Plan
- Pharmacy in the future

## Concerns and Queries

If you have any concerns / queries about any of the services offered by the Trust, in the first instance, please speak to the person providing your care.

### For Diana, Princess of Wales Hospital

Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01472) 875403 or at the PALS office which is situated near the main entrance.

### For Scunthorpe General Hospital

Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01724) 290132 or at the PALS office which is situated on C Floor.

Alternatively you can email: [nlg-tr.PALS@nhs.net](mailto:nlg-tr.PALS@nhs.net)

## Confidentiality

Information on NHS patients is collected in a variety of ways and for a variety of reasons (e.g. providing care and treatment, managing and planning the NHS, training and educating staff, research etc.).

Everyone working for the NHS has a legal duty to keep information about you confidential. Information will only ever be shared with people who have a genuine need for it (e.g. your GP or other professionals from whom you have been receiving care) or if the law requires it, for example, to notify a birth.

Please be assured however that anyone who receives information from us is also under a legal duty to keep it confidential.

## Zero Tolerance - Violent, Threatening and Abusive Behaviour

The Trust and its staff are committed to providing high quality care to patients within the department. However, we wish to advise all patients / visitors that the following inappropriate behaviour will not be tolerated:

- Swearing
- Threatening / abusive behaviour
- Verbal / physical abuse

The Trust reserves the right to withdraw from treating patients whom are threatening / abusive / violent and ensuring the removal of those persons from the premises.

All acts of criminal violence and aggression will be notified to the Police immediately.

## Risk Management Strategy

The Trust welcomes comments and suggestions from patients and visitors that could help to reduce risk.

Perhaps you have experienced something whilst in hospital, whilst attending as an outpatient or as a visitor and you felt at risk.

Please tell a member of staff on the ward or in the department you are attending / visiting.



**Together**   
we care, we respect, we deliver



## Information for patients and visitors

---

### Moving & Handling

The Trust operates a Minimal Lifting Policy, which in essence means patients are only ever lifted by nursing staff in an emergency situation.

Patients are always encouraged to help themselves as much as possible when mobilising, and if unable to do so, equipment may be used to assist in their safe transfer.

If you have any questions regarding moving and handling of patients within the Trust, please speak to a member of staff in the ward or department you are visiting.

### Northern Lincolnshire and Goole NHS Foundation Trust

**Diana Princess of Wales Hospital**  
Scartho Road  
Grimsby  
01472 874111

**Scunthorpe General Hospital**  
Cliff Gardens  
Scunthorpe  
01724 282282

**Goole & District Hospital**  
Woodland Avenue  
Goole  
01405 720720

[www.nlg.nhs.uk](http://www.nlg.nhs.uk)

Date of issue: August, 2016

Review Period: August, 2019

Author: Pharmacy

IFP-603 v1.2

© NLGFT 2016

 SMOKEFREE

 **Together**   
we care, we respect, we deliver 