Pharmacy Services within the Hospital

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

About the Pharmacy Department

The Pharmacy service within Northern Lincolnshire and Goole NHS Foundation Trust is concerned with helping people make the best use of their medicines. This booklet is designed to tell you a little about our Pharmacy Service and assist you in making the best use of our resources.

Our activities include:

- The purchase of medicines
- The supply of medicines to wards and departments for patients
- The dispensing of medicines to patients who are on the ward whilst in the hospital
- The dispensing of discharge prescriptions for patients going home
- The preparation/dispensing of all the chemotherapy which is used within the hospital (and which has to be made up in strictly controlled conditions)
- The preparation of intravenous infusions for use by individual patients
- The preparation of some intravenous nutritional products, which are tailor made for individual patients (and which has to be made up in strictly controlled conditions)
- The Pharmacy department is located at both Diana Princess of Wales Hospital, Grimsby (DPOW) and Scunthorpe General Hospital (SGH) and provides services to the inpatients at Goole Hospital
- Lloyds Pharmacy DPOW /SGH dispense outpatient prescriptions for the patients attending clinics
- Lloyds Pharmacy on the Goole hospital site dispenses outpatient prescriptions for patients attending clinic.

The Medicines Information Department based at DPOW is responsible for providing information, advice and support to:

- Doctors
- Nurses
- Other health care professionals

We help in the development of systems and procedures and ensure that, as far as possible, medicines are used safely, effectively and economically.

The work of the Pharmacy team

The team is made up as follows:

Pharmacists – Pharmacists leave University with a Master of Pharmacy degree and most have also gone on to take further degrees. They are responsible for the professional standards of the service and work in conjunction with other healthcare professionals. Their main duties include providing a ‘clinical’ check ensuring the medication prescribed is appropriate for the patient, the dose is correct and does not interfere with any other medication being taken by the patient.

Pharmacy Technicians – Pharmacy Technicians undertake a BTEC and NVQ Level 3 qualification. They support the work of the Pharmacists by conducting the final accuracy checks of prescriptions dispensed by the Pharmacy staff. They visit the wards on a daily basis work and work in conjunction with other healthcare professionals. Their main duties include identifying any new patients, taking a medication history to ensure the patient’s medicines are prescribed accurately to reflect what they

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were taking prior to admission, assessing and ordering medicines required for the patients. They prepare chemotherapy and intravenous nutrition.

Pharmacists and Pharmacy Technicians are registered with the General Pharmaceutical Council. They have to undertake Continual Professional Development, which is submitted for assessment to show competency to continue to practice.

**Nursing Medicines Management Team** – The Nursing Medicines Management Team liaise between the pharmacy department, hospital wards and other healthcare professionals for all aspects of medicine management within the Trust.

**Pharmacy Support Workers/Apprentices** – Pharmacy Support Workers/Apprentices support the work of the technical staff and have an NVQ Level 2 qualification. They work under the supervision of Pharmacy Technicians, in conjunction with other healthcare professionals. Their role includes dispensing the prescriptions sent to the Pharmacy from the various sources.

**Clerical staff** – the clerical staff support the work of the Pharmacy Management Team in a wide range of administrative duties including minute taking and planning meetings for the department with other branches in the hospital.

**How do we handle your prescription?**

We receive a large number of requests from wards for a wide variety of items. These may be for:

- Ward stocks
- Items supplied for individual patients on the wards

- Discharge medication for people to take home with them

When the wards request medicines to be dispensed the Pharmacy Technician will transcribe the request electronically, the prescription will then be clinically checked by a Pharmacist before being electronically transmitted to the dispensary staff for dispensing.

After dispensing the medication, it will be checked by an accuracy-checking Pharmacy Technician, to ensure that everything is correct.

This service is available on a daily basis including the weekends and Bank holidays, which results in the prescriptions remaining on the wards with the patients.

**Outpatients**

Lloyd’s pharmacy DPOW / SGH will dispense the outpatient prescriptions during the working week. There is no provision for this service during the weekend and Bank holidays. Prescriptions will be dispensed and issued in order of receipt.

Please be patient if yours takes a little longer than someone else’s; perhaps it is more complex and time-consuming, or maybe they are contacting the doctor for clarification, they will try to keep you informed.

**If you are staying in the hospital**

Various members of the Pharmacy Department, whose role it is to ensure your medication is appropriate, may visit you on a daily basis.

When Pharmacy staff visit the ward, they will be available to discuss and give advice regarding your medication. Your prescription
Information for patients and visitors

The chart will be reviewed on a regular basis by the Pharmacy team.

At your admission all the medication, which you have brought with you into hospital, will be assessed for suitability of use during your inpatient stay and for discharge.

The benefits of this are:

- Storing your medicines in the individual lockers complies with government recommendations
- Your medicines are available to assist healthcare professionals in taking an accurate medicines history as part of medicines management
- You continue to take familiar brands of medication
- Your ability to manage your medicines will be assessed which may result in an opportunity for you to self-medicate during your hospital stay
- Newly prescribed medicines and regular medicines which run out while you are in hospital will be supplied to you while in hospital
- There is the opportunity to remove discontinued or out of date medication please consult your pharmacy team
- There is less confusion at your discharge, as you will only take home the current prescribed medication. Previously discontinued medication could still be at home with newly prescribed items dispensed at discharge. This had the potential for the incorrect or duplicate medicines to be taken after discharge (If in any doubt please ask to speak to a member of the pharmacy team)
- There is a reduction in the time required to supply medication at discharge as in many cases an adequate supply will already be available in your medication locker

If you are on the ward and you are informed that you can go home, this will then begin the patient discharge process. You may have to wait until after the doctors ward round has finished.

After the ward round has finished:

- Your doctor will then write up all the discharge prescriptions for all the patients being discharged under their care
- If any new medicines have been prescribed for discharge or changes have been made to the dose or frequency of existing medicines they will be ordered electronically as in the “how we handle your prescription” section on the previous page. The requests are transmitted to the Pharmacy department or Dispensary and are dealt with in rotation, along with the many other requests from various sources within the hospital
- Once your medication is ready, it will be sent on the next delivery back to the ward

Contact details within the Trust for patients to obtain additional information

Pharmacy department
01724 290095 – Scunthorpe General Hospital (SGH)
01724 281139 – Lloyds Pharmacy SGH
01472 875274 – Diana Princess of Wales Grimsby (DPOW)
01472 877200 – Lloyds Pharmacy DPOW

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Information for patients and visitors

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 situated on C Floor.

Alternatively you can email: 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.

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.

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