

# Ask Your Pharmacist

## Pharmacy 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

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## What role does the Pharmacy Team play in my hospital stay?

Pharmacy Technicians and Pharmacists play an important role in **Medicines**

**Optimisation**. Medicines Optimisation is about ensuring the right patients get the right choice of medicines at the right time.

Our goal is to help ensure patients take their medication correctly, reduce wastage of medicines and improve medicines safety.

## What do we do?

During your stay in hospital a **Pharmacy Technician** will obtain a comprehensive list of all the medication you take including those which are prescribed by your GP and anything you may buy additionally from your pharmacy.

As part of this process, which we call **Medicines Reconciliation**, the Pharmacy Technician will check the medication you have brought in with you and supply you with any additional medicines you may need.

Working alongside the Doctors, a **Pharmacist** will ensure that your medication is prescribed unless there is an intentional reason for change. Changes to your medication and newly prescribed medicines will be discussed with you giving you the opportunity to ask the **Pharmacy Team** any questions you may have.

## Commonly Asked Questions

- What am I taking my medication for?
- At what time of day should I take my medication?
- What are the common side effects of my medication?
- Should I tell my doctor if I am taking any other medicines or supplements that I buy from the pharmacy?
- Should I take my medication with food?

## Identifying Our Staff...

**Pharmacy Technicians** wear a white tunic which has a green cross logo with 'Pharmacy' written underneath.



**Pharmacists** wear plain clothing and can be identified by their green 'Ask Your Pharmacist' badges.

Ask your  
Pharmacist

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### 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:  
[nlq-tr.PALS@nhs.net](mailto:nlq-tr.PALS@nhs.net)

### Northern Lincolnshire and Goole NHS Foundation Trust

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**Scunthorpe General Hospital**  
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Scunthorpe  
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