

# Information about your Medicines

Information for patients, relatives and carers



- ① If you would like any more information about your medicines that is not contained within this leaflet please contact:

**York Hospital Pharmacy**

Tel: 01904 725736

**Medicines Information**

Tel: 01904 725960

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

**Scarborough Hospital Pharmacy**

Tel: 01723 342095

**Medicines Information**

Tel: 01723 385170

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



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This leaflet provides general information about your medicines and answers some commonly asked questions



## When you are admitted to hospital

Please bring all of your prescribed medicines, including any bought medicines, herbal medicines and dietary supplements in their original containers into hospital.

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 the pharmacy team know about these.

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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.

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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 your hospital stay?**

A secure bedside locker will be provided for you to keep your medication in while you are in hospital. Your own medicines may be used during your inpatient 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 from pharmacy labelled with full instructions. This process will help with a more efficient discharge as you will be supplied with enough medication 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 seven day 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.

## **What will happen when you are 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.

## **How should I take my medicines?**

Use your medicines as directed 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.

Ask a doctor, nurse or a member of the pharmacy team if you have any questions concerning your medicines 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.

## **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 medication and this should be discussed with you before you go home.

You should always make sure that you have adequate supplies of your medicines. 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.



## 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 medication, 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.

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)

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

## 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 in reading the pharmacy labels on your medication or have difficulty in remembering to take your medication please talk to your nurse, pharmacist or pharmacy technician. Your local community pharmacist will also be able to provide help and information.

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Never share your medicines with others

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## Other frequently asked questions

### How do I store my medicine?

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.

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Always store medicines out of the reach and sight of children

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

The information leaflet provided with your medicines will tell you what 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 is a government database which is available by calling 0808 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 should 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.

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.

York City council, Scarborough Borough council, the East Riding of Yorkshire council, Selby District council and Ryedale District council offer a free medical waste collection service to dispose of sharps and other clinical waste (e.g. dressings, stoma bags) in a yellow clinical waste bag. You may need to register onto their respective websites or ring the councils directly to arrange this service. Telephone numbers for each respective council can be found on the next page.

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.

## **Sharps bin collection**

To arrange sharps bin collection by your local council call:

The City of York Council:

Tel: 01904 551550

East Riding of Yorkshire Council

Tel: 01482 393939

Scarborough Borough Council

Tel: 01723 232323

Ryedale District Council

Tel: 01653 600666

Selby District Council

Tel: 01757 705101

## **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.

## Do I have to pay for my medication?

When you are discharged from hospital you will not be charged a prescription charge for any medications that are supplied from the hospital pharmacy.

If you have been prescribed medication that will continue and you usually pay for your prescriptions you will need to pay for a repeat supply in the community.

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 medication is supplied:

- you are 60 or over
- you are under 16
- you are 16-18 and in full time education
- you are pregnant or have had a baby in the previous 12 months and have a valid maternity exemption certificate
- you have a specified medical condition and have a medical exemption certificate (see information below to check if you fit this criteria)
- you hold a valid war pension exemption certificate and the prescription is for your accepted disability

- you or your partner are named on, or entitled to an NHS tax credit exemption certificate
- you are named on a valid HC2 certificate (an NHS Low Income Scheme certificate for full help with health costs)
- you 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 medication 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 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. You can apply for a PPC 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. If you would rather speak to someone you can obtain a PPC by calling the PPC order line on 0300 330 1341

3. You can also apply for a PPC via the 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**

Once you receive your PPC you will need to present this each time you obtain a supply of medication 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 pharmacist. You can also contact the Pharmacy Medicines Information Service:

- **York** telephone 01904 725960  
between 10am and 4pm Monday to Friday
- **Scarborough** telephone 01723 385170  
between 10am and 4pm Monday to Friday

Or e-mail: [medicines.information@york.nhs.uk](mailto:medicines.information@york.nhs.uk)

## **Tell us what you think of this leaflet**

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact:  
Principal Pharmacist, Pharmacy Department,  
Scarborough Hospital, Woodlands Drive, Scarborough  
YO12 5SQ Telephone 01723 385170.

## **Teaching, training and research**

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

## **Patient Advice and Liaison Service (PALS)**

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email [pals@york.nhs.uk](mailto:pals@york.nhs.uk).

An answer phone is available out of hours.

Please telephone or email if you  
require this information in a different  
language or format

如果你要求本資訊以不同的語言  
或版式提供，請致電或發電郵

Jeżeli niniejsze informacje potrzebne  
są w innym języku lub formie,  
należy zadzwonić lub wysłać  
wiadomość e-mail

Bu bilgileri değişik bir lisanda ya da  
formatta istiyorsanız lütfen telefon  
ediniz ya da e-posta gönderiniz



**01904 725566**

email: [access@york.nhs.uk](mailto:access@york.nhs.uk)



Braille



Audio e.g.  
CD



Large print



Electronic

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