

TrustMed Pharmacy

Outpatients Department

Information for Patients

Last reviewed: May 2024

Next review: May 2027

Leaflet number: 882 Version: 2

Introduction

TrustMed Pharmacy are based at all 3 Leicester hospital sites. We can dispense white outpatient prescriptions but **not** community prescriptions (FP10). This should be taken to your local pharmacy.

Prescription process

If you are seen by a doctor in person they may give you a white prescription. This can only be dispensed at the hospitals. Wait times can vary so please plan your visit accordingly. For telephone appointments, our doctors send prescriptions to TrustMed. After we get your prescription, we try to have it ready for pick up within 2 days (48 hours). If you need to change the date of pick up, please contact our pharmacy using the link in the text message.

Is collection the only option?

If you prefer not to collect your prescription and had a telephone appointment, tell your doctor to include a note on your prescription for delivery. After you get our text, reply to request delivery, and we will book a suitable date. Please note that certain postcodes have limited delivery schedules. These deliveries are paid for by the hospital, so please only use this service when it is truly needed.

Making sure you understand your medication

When you are prescribed medicine by the hospital we will go through each medicine with you and make sure you understand what the medicine is for and how to take it.

We will also let you know of any common side effects you may have whilst on the medication.

**Health information and support is available at www.nhs.uk
or call 111 for non-emergency medical advice**

Visit www.leicestershospitals.nhs.uk for maps and information about visiting Leicester's Hospitals
To give feedback about this information sheet, contact InformationForPatients@uhl-tr.nhs.uk

How much medicines will I be given?

Some doctors may prescribe more than the 28-day limit, please be aware that our pharmacy will stick strictly to the policy and only give you with a 28-day supply. Our hospital policy makes sure that you get a 28-day supply for medications that can be prescribed by your GP. If your prescription is for a medicine that is only available at our hospital, you will get the full supply. Your understanding and cooperation are appreciated.

For more information about which medications are hospital only medicines, please go to the Leicester, Leicestershire and Rutland Area Prescribing Committee (LLR APC) here:

areaprescribingcommitteeleicesterleicestershirerutland.nhs.uk/about-llr-apc/about-us/

Access for people with disabilities

Our premises are accessible to people with disabilities. Hearing loops have been installed for those with hearing difficulties. Please ask a member of staff if you are visually impaired and would like your prescription label in a larger print.

Keeping records of your prescriptions

We keep records of all your prescriptions and other services we give. This helps us check for possible problems, such as reactions between medicines and will help us deal with any queries you may have. We comply with the Data Protection Act, General Data Protection Regulations and the NHS code on confidentiality. If you want to discuss the records we keep, please speak to a member of staff.

Getting advice on medicines and your health

Our pharmacists and trained assistants can give you advice on all medicines and minor ailments, in private if needed. We can direct you to other sources of advice and assistance if we cannot help you ourselves. Information can also be accessed from www.nhs.uk

We have a private consultation room available at Leicester Royal Infirmary and Leicester General Hospital, if you wish to discuss something in private. Please ask a member of our staff.

Buying over-the-counter medicines

We keep a small range of over the counter medicines and related products. Our staff members can help you to select the most suitable products for your needs.

Respect to staff and other customers in our pharmacy locations

Please be mindful TrustMed dispense all outpatient prescriptions across the 3 hospitals and as a result wait times can be longer than your normal community pharmacy. Our staff work hard to give you the best possible service. Please be kind and treat them with the courtesy and respect they deserve. We will refuse to serve those who are violent or threaten staff.

Giving us your feedback

Our aim is to offer the highest possible standard of service. We would like you to tell us what you think about the service we offer at this pharmacy and any suggestions or ways in which we can improve our services to you.

If you have any comments, suggestions, compliments or complaints, you can email us at trustmedpharmacy@uhl-tr.nhs.uk. Fill in a quick **happy or not** survey during your visit. Leave us a review on Google Business, or speak to a member of our team. We have an internal complaints policy in place to make sure that any problems are solved quickly and that you get excellent service.

Our locations, opening times and contact details

- **Glenfield Hospital:** Monday to Friday - 9am to 6pm

TrustMed Pharmacy is located past the cafe, first left in the main corridor.

For any pharmacy enquiries please call 0116 235 5474.

- **Leicester General Hospital:** Monday to Friday - 9am to 6pm

TrustMed Pharmacy is located via the main entrance, turn left onto the main corridor, opposite the Radiology Department.

For any pharmacy enquiries please call 0116 273 8996.

- **Leicester Royal Infirmary:** Monday to Friday - 8.30am to 8pm
Saturday and Sunday - 9am to 7pm

TrustMed Pharmacy is based in the main car park on Havelock Street, next to Osborne and Windsor buildings.

For any pharmacy enquiries please call 0116 254 1446.

When the pharmacy is closed, if you urgently need medical help or advice, but it is not life threatening, contact the NHS helpline by calling 111. If we are closed, and you urgently need your medicine which has been issued on an outpatient prescription, please contact the hospital clinician who gave you your prescription.

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔
على هذه المعلومات بلغة أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل
જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।
Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

If you would like this information in another language or format such as EasyRead or Braille, please telephone 0116 250 2959 or email equality@uhl-tr.nhs.uk