

# TrustMed Pharmacy

## Outpatients Department

### Information for Patients

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## Introduction

There is a TrustMed Pharmacy at each of the 3 hospital sites for Leicester, which offer a wide range of services for you and your family.

**Please note: we cannot dispense green prescriptions (sometimes known as FP10 prescriptions). These should be taken to your local pharmacy.**

TrustMed Pharmacy can dispense white outpatient prescriptions.

We dispense prescriptions from various specialties including: Cardiology, Renal, Respiratory, Children's, Dermatology, Rheumatology, Medicine, Infectious Diseases, Cancer and Digestive Diseases.

We dispense medicines including specialist medicines for all patients coming to us from the outpatient clinics in a high volume and our pharmacists carry out extra checks on your prescriptions to make sure that the medicines are safe for you. This is why you may have to wait a little longer than at your local pharmacy.

## Collection and delivery

You can collect your medication at any of our pharmacies based at the 3 hospital sites.

If you are unable to wait, you can have the medication delivered to your home for a small fee. Please ask a member of our staff for more details.

**Health information and support is available at [www.nhs.uk](http://www.nhs.uk)  
or call 111 for non-emergency medical advice**

Visit [www.leicestershospitals.nhs.uk](http://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](mailto:InformationForPatients@uhl-tr.nhs.uk)

## Medication advice

When you are prescribed a 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 inform you of any common side effects you may experience whilst on the medication.

## Patient medication records

We keep records of all your prescriptions dispensed by us, as well as records of other services we provide to you. 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.

## Health advice and self-care

Our pharmacists and trained assistants are available to provide 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.

## Medicine sales

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

## Want a quiet or confidential word?

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.

## When we are closed

When the pharmacy is closed, if you urgently need medical help or advice, but it is not a life threatening situation, contact NHS 111, by calling 111. If you urgently need your medicine issued on an outpatient prescription by your prescriber when we are closed, please contact your clinician/prescriber at the hospital. Information can also be accessed at [www.nhs.uk](http://www.nhs.uk)

## 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.

## Respect to others in this pharmacy

Our staff strive hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We may refuse to provide services to those who are violent or threaten staff.

## Comments, compliments and complaints

Our aim is to provide the highest possible standard of service. We would like you to tell us what you think about the service we provide 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](mailto:trustmedpharmacy@uhl-tr.nhs.uk), complete a quick friends and family survey during your visit, leave us a review on Google Business, or speak to a member of our team. We operate our own internal complaints policy to ensure any issues are tackled as soon as they arise and provide a high quality service to you.

## 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 & Sunday 10am to 8pm

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

For any pharmacy enquiries please call 0116 254 1446.

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 ਵਿਚ 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](mailto:equality@uhl-tr.nhs.uk)