

# Ordering medicines by email after leaving Oncology/Haematology Ward 27

Cancer & Haematology: Young People

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Information for Patients

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## How do you order medicines?

We are setting up a new service for all patients having treatment on Ward 27 at the LRI. You can order the medicines by email after you have been sent home from the ward.

Ward 27 are asking patients/parents to use this system if patients are not able to order their medicines from their GP.

The email address for patients to use is:

**uho-tr.ward27medicineslri@nhs.net**

## How long does it take to get the medicines?

It can take 5 to 7 days depending on if the pharmacy have any stock available.

It's important to check how much medicine you have left, and when you have 1 week's supply left you can order more from home by the email address.

## What information do we need?

Please give as much detail as you can when ordering medicine such as

- dose
- strength of medicine
- how many times taken a day and which days
- liquid or tablets

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

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To give feedback about this information sheet, contact [InformationForPatients@uhl-tr.nhs.uk](mailto:InformationForPatients@uhl-tr.nhs.uk)

Please give

- full name
- address
- date of birth
- hospital number of the patient
- an up to date telephone contact number.

Once the medicine is ready we will contact you to collect the medicine from Trustmed Pharmacy that is located outside next to the Osbourne Building and car park.

## How often is the email checked?

We will check the mailbox once a day Monday to Friday between 10am and 11am. We will then begin to process your request. If you have a specialised medicine it may take longer for us to sort this out, as it may not be available in this hospital. The mailbox will not be checked on a Saturday or Sunday.

## Can your GP arrange repeat prescriptions?

You should contact your GP first to arrange repeat prescriptions if possible. This can be done for most of your medications.

GP's won't prescribe certain medicines such as oral chemotherapy but we can help you to set up a repeat prescriptions with your GP for other medicines. You can normally set it up yourself if you have a discharge letter from the hospital or we can fax/email a letter to your GP to help with this.

## Useful reminders about your medicines

Any medicines that are **Liquid** usually have a shorter lifespan. Always write the date that you opened the bottle so you know when it goes out of date.

If you take:

- **Oral Morphine Sulphate Liquid (Oramorph)** this has to be used within 90 days of opening.
- **Cotrimoxazole Liquid (Septrin)** this expires 1 month after opening.
- **Ondansetron Liquid (anti sickness)** this expires 60 days after opening.
- **Metoclopramide Liquid (anti sickness)** this expires 1 month after opening.
- **Dexamethasone Liquid (Steroid)** this expires 1 month after opening

## Contact Details

If you haven't heard from either Ward 27 or from Trustmed Pharmacy about the medicines you ordered after 5 days please contact Ward 27 Daycare, LRI on 0116 204 7801.

You can also use the patient telephone line for Trustmed on 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

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