



Medicine
Support Service

— *from hospital to home* —



What is the Medicine Support Service?

When you are ready to leave hospital, you can choose to continue part of your care with the Medicine Support Service.

The service, provided free by the NHS, creates an important link with your community pharmacist, whom you will visit and spend time discussing your medicines, asking any questions you may have and getting all the information you need.

By understanding your medicines and the most effective ways to take them, you can make sure you get the most out of them. Your pharmacist will give you the knowledge and support you need to put you in control of managing your medicines at home with confidence.

The Medicine Support Service begins after you leave hospital and your community pharmacist will notify your GP if necessary.

How could the service help me?

Around half of all medicines prescribed to patients are not taken as intended. This can include taking the incorrect dosage, at the wrong time, or not at all.

When medicines are not taken as intended your condition isn't treated correctly and could even get worse. Your pharmacist can give you all the information you need to allow you to get the best from your medicines and help you to stay healthy at home.

The Medicine Support Service creates better links between hospital and community pharmacists. Through sharing information we are able to support you in the best way possible.



If you would like to use the service or have any questions, talk to the pharmacy staff when they visit you in hospital.

How does the service work?

- You choose which pharmacy is convenient for you.
- Once you have given your consent, your discharge summary with information about the medicines you are taking will be sent securely through our electronic system to the pharmacy that you have selected.
- Once you are home from hospital, the pharmacist will contact you and arrange a convenient time for you to visit them.

At your consultation the pharmacist will go through all the medicines you are taking with you and...

1. Discuss any new medicines
2. Look at changes to any existing medication that were made during your hospital stay
3. Review all the medicines that you are taking

The pharmacist will take the time to fully explain what each medicine is for, common side effects, and how to take them safely.



Signing up to the service is very quick and your hospital pharmacy team will take you through the process.

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