

Your prescription will then be ready for dispensing; this includes preparing, labelling and checking your medicines making sure they are fit for purpose.



When your discharge medications have been prepared by pharmacy they are then sent back to the ward. The nurse will perform another check on your discharge medications to ensure they are correct and safe for you to go home. Your safety is our priority; this is why a lot of safety checks take place.



Your nurse, will then sit with you and go through your medications with you on discharge to make sure you fully understand how to take your medications at home.

Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends and carers.

Contact Us

Tel: 01942 822376 (Monday to Friday 9am to 4pm)

The Patient Relations/PALS Manager
Wrightington, Wigan and Leigh NHS Foundation Trust
Royal Albert Edward Infirmary
Wigan Lane
Wigan WN1 2NN

Ask 3 Questions



Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:

1. What are my options?
2. What are the pros and cons of each option for me?
3. How do I get support to help me make a decision that is right for me?

How We Use Your Information

For details on how we collect, use and store the information we hold about you, please take a look at our "how we use your information" leaflet which can be found on the Trust website:

www.wwl.nhs.uk/patient_information/Leaflets

This leaflet is also available in audio, large print, braille and other languages upon request.

For more information please ask in department/ward.

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What does the Pharmacy do for you?

Patient Information

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What do we do for you whilst you are an inpatient?

Our Pharmacy team work exceptionally hard to provide and take care of your medications on your admission to make sure you get the most effective and safe treatment on your stay with us.

Our process

When you are admitted our aim is to see them within 24 hours, to find out what medications you take at home so we can make sure you receive the best treatment and care during your stay.

Our highly trained pharmacy technicians will ask you a variety of questions e.g.

Do you take any medications at home?

Do you have any allergies?

Do you feel you're receiving the best from your medicines?

This is to ensure we can deliver an exceptional service you. We are patient centered and put patients at the heart of everything we do.

Do you understand how to take your medications?

Understanding how to take your medications and the reason for your treatment is very important to us. We strongly believe patients need to be counselled on their medications correctly to improve compliance and adherence.

Do you feel that you fully understand your medications? Are you concerned about any side effects? Please don't hesitate and request to speak to our pharmacy team whilst on your stay or call our helpline which is on the contact details section at the back of this leaflet. We are always happy to help.

What happens if your medications change whilst on your stay?

During your stay your doctor may change or add to your medications. We will inform you on this when you are ready to be discharged. We will provide you with the medications and inform your GP practice with anything that has changed so you have nothing to worry about.

Any concerns? Need advice on your medications?

Please give us a call to speak to our medicines information team on:
01942 822466

How you could help us?

We encourage patients to bring in their own medications, this helps save the NHS money and also enables pharmacy to check your medications are correct and fit for purpose.

What happens when you are ready to be discharged?

Your doctor will prepare your prescription and decide what medications you will need for discharge e.g. new items or any changes to existing medication.



Your prescription will then be sent down to the pharmacy department to be processed.



The pharmacist will clinically check the medicines the doctor has prescribed. This is to ensure your medicines are safe and suitable for your treatment.