

Information for Patients

NHS Discharge Medicines Service



What is the NHS Discharge Medicines Service (DMS)?

The DMS is a service that all community pharmacies must provide to patients who may benefit from extra medicine support.

It allows us to refer you to your community pharmacy on discharge (when you leave) from hospital, allowing them to support you with your medicines.

The DMS aims to reduce medicines-related harm to patients by:

- Improving patients' understanding of their medicines and how to take them following discharge
- Making sure your community pharmacy is aware of any changes to your medicines.
- Providing medicine support and information.
- To prevent you going back into hospital due to your medicines.

Who receives this service?

Patients who are likely to benefit from the DMS include:

- People who use compliance aids e.g. dosset box or blister pack, or receive limited supplies of medicines in the community
- On a substance misuse programme
- Changes to or started on high-risk medicines
- Confused about medicines
- Diagnosis of dementia or a learning disability
- New diagnosis resulting in multiple new medicines
- Large number of changes to medicines whilst in hospital

We may identify people who are not on this list that we feel could benefit from this service.

How does the DMS referral process work?

When you come into hospital, the pharmacy team will ask for your consent, and ask which community pharmacy you would like to use. Please let a member of nursing or pharmacy staff know if you do not wish to use this service.

- 1 After discharge from hospital, the referral is electronically sent to your community pharmacy. This includes details on any medicines given when you leave hospital. The community pharmacy may be told if you have any allergies and the reasons why you are taking certain medicines. They will also be given your telephone number so they can contact you.
- 2 The community pharmacist will compare your medicines at discharge to those you were taking before you went into hospital. They may contact the hospital or your GP practice to discuss any issues about the referral or for further information.
- 3 When the community pharmacy receives the first prescription from your GP following your discharge, they will ensure you are taking the correct medicines.
- 4 The community pharmacy will contact you or your carer to make sure you understand what medicines you should now be taking, plus answer any questions you may have or provide further support.

You will still need to order your repeat prescriptions from your GP in the usual way.

Further information

If you require any further information or support, please ask to speak to a pharmacist on your ward whilst in hospital, contact your local community pharmacy after you are discharged from hospital, or e-mail the DMS team on sath.pharmacydms@nhs.net.

Further information is available from:



Feedback

We appreciate and encourage feedback which can be shared in a number of ways through the hospital website. Scan the QR code to give feedback. www.sath.nhs.uk/patients-visitors/feedback/

Patient Advice and Liaison Service (PALS)

PALS will act on your behalf when handling patient and family concerns, they can also help you get support from other local or national agencies. PALS, is a confidential service.

Royal Shrewsbury Hospital, Tel: [0800 783 0057](tel:08007830057) or [01743 261691](tel:01743261691)

Princess Royal Hospital, Tel: [01952 282888](tel:01952282888)

Other Sources of Information

NHS 111

A fast and easy way to get the right help, whatever the time. NHS 111 is available 24 hours a day, 365 days of the year.

111 (free from a landline or mobile) www.nhs.uk

Self Help & Support Groups

A selection of websites providing access to good quality health information, local organisations and community groups is available from the library. www.library.sath.nhs.uk/find/patients/

Information in Other Languages or Formats

If you require this information in a different way such as easy read, a different language, larger print, audio or braille please tell a member of staff or contact the Patient Experience Team;

sath.patientexperience@nhs.net or [01743 261000](tel:01743261000) ext. 2503.

Your information

Information about you and your healthcare is held by the NHS. You can find out more about how we hold your information and how it is used on our website: www.sath.nhs.uk

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