

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 offer. It is to help patients who may need extra support with their medicines.

It involves sending your child's details and discharge letter to your chosen community pharmacy when they leave hospital.

The DMS aims to help by:

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

Who receives this service?

Children who are likely to find the service useful include:

- Children with changes to regular medicines.
- New health conditions which result in taking lots of new medicines.
- Parents and children who we think may need support with their medicines.

How does the DMS work?

When your child comes into hospital, the Pharmacy team will ask you to agree (consent) for us to send your child's details and discharge letter to a community pharmacy.

We will ask you if your child has a regular community pharmacy. If your child does not have one we will ask you to choose a community pharmacy.

Please let a member of nursing or pharmacy staff know if you do not wish your child to use this service.

1. After they leave hospital, we will send your child's details to the pharmacy. This includes details on any medicines given to your child when they leave hospital. We will tell the pharmacy if your child has any allergies and the reasons why your child is taking certain medicines. We will also give them your phone number so they can contact you.
2. The pharmacy may contact the hospital or your child's GP practice if they need further information.
3. When the pharmacy receives the first prescription from the GP, they will check they are taking the correct medicines.
4. The pharmacy will contact you to make sure you understand what medicines your child should now be taking. They will answer any questions you may have or offer further support.

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

Further information is available from:

If you need any further information or support, please speak to a pharmacist on the ward or, contact your local community pharmacy after you are home from hospital. You can also e-mail the DMS team on sath.pharmacydms@nhs.net.



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/patient-experience/feedback-hub/

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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