

Pharmacy Medicines Information Helpline

Information Leaflet

Shining a light on the future



Introduction

The Pharmacy Medicines Information Helpline is for outpatients who have been prescribed a medication by Northumberland, Tyne and Wear NHS Foundation Trust.

Calls will be answered by qualified pharmacists. We can answer any question about medication you are prescribed or anything else that you take. For example, medicines bought from the chemist or the internet. We may need to ask you for your name, address and date of birth but this is for our records only. All calls are completely confidential.

What type of things can you ask?

- Will my medication cause side effects?
- Can I drink alcohol with my medication?
- Can I buy other remedies over the counter?
- Why am I prescribed this medication?
- When is the best time of day to take my medication?
- What should I do if I have missed a dose?

Things that it may be better to ask your doctor/ community worker at your next appointment.

- How long will I need to stay on my medication (everyone is different and your doctor can comment on your individual circumstances).
- If you think your symptoms are coming back.
- If you are considering stopping your medication and want to talk it through.

Opening times

The Pharmacy Medicines Information Helpline is open Monday to Friday 9am - 4pm.

Please ring: 0191 223 2679

Please have your medicine(s) to hand when you call.

Further information

- **Medicine Guides - NHS Choices**
Up to date, reliable and understandable information about medicines.
<http://nhs.medguides.medicines.org.uk/nhs>
- **Patient Information Centre, St Nicholas Hospital**
Further information on medicines, conditions and treatments.
Tel: 0191 223 2545.

What if I have a comment, suggestion, compliment or complaint about the service?

If you want to make a comment, suggestion, compliment or complaint you can talk to the people directly involved in your care or you can complete a feedback form.

- Feedback forms are available from Trust staff
- Customer Liaison Department Tel: 0191 22 32325
- You can complete a feedback form electronically by visiting the Trust Website www.ntw.nhs.uk (click on the 'Contact Us' tab)

This information can be made available in a range of formats on request (eg Braille, audio, large print, BSL, easy read or other languages). Please contact the Patient Information Centre Tel: 0191 223 2545

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