

There may have been some changes to the medicines you usually take at home e.g. a change in the dose. Or perhaps you have been prescribed medicines that are new to you. With such changes, you may have some questions or concerns. If you have any questions or concerns about your medicines, there are lots of ways to have them answered.

The patient information leaflets inside the boxes of medicines given to you, contain information about your medicines and may help answer some of your questions.

Talk to a hospital pharmacist by calling **The Medicines Helpline ☎ 020 7188 8748** Monday to Friday 9am to 5pm. You can also request a phone call back via the Zesty booking system found on the pharmacy page of the Trust's website. If you prefer you can also email your question to [mymedicines@gstt.nhs.uk](mailto:mymedicines@gstt.nhs.uk) and we will respond within 24 hours (Monday to Friday 9am-5pm).

MedTap is a medicine information and reminder app created by clinicians at Guy's and St Thomas'. Using MedTap you can access short videos explaining your medications and condition. You can access the specific information you need, at the time when you need it the most. You can also record your medicines and set reminder alarms to ensure you never miss a dose.

MedTap is free to download:

- iOS: [bit.ly/medtapios](https://bit.ly/medtapios)
- Android: [bit.ly/medtapandroid](https://bit.ly/medtapandroid)

Talk to your local chemist. Your community pharmacy (chemist) will be able to give you advice and support after you leave hospital through the New Medicine Service or a Medicines Use Review. Both are free NHS services to help you understand your condition, pick up any problems you are having with your medicines and so improve their effectiveness. This is a confidential conversation and will be provided in a private area within the pharmacy or, if you prefer, you may choose to have the discussion over the telephone. To arrange this, please bring this copy of this discharge letter to your usual pharmacy.

Remember, you can ask your community pharmacist questions about your medicines at any time and they offer other useful services like healthy living advice, advice on treating minor illnesses, help with stopping smoking and NHS health checks too.

Other sources of information about medicines are available by telephone or on the internet

- NHS 111 [www.111.nhs.uk](http://www.111.nhs.uk) or call ☎ 111
- Medicines A-Z [www.nhs.uk/medicines](http://www.nhs.uk/medicines)
- Medicines for Children [www.medicinesforchildren.org.uk](http://www.medicinesforchildren.org.uk)

**Patient information and liaison service (PALS)** - to comment on Guy's & St. Thomas' services, or raise concerns, ask a member of staff to direct you to PALS or contact:

☎ 020 7188 8801 at St Thomas'

☎ 020 7188 8803 at Guy's

✉ [pals@gstt.nhs.uk](mailto:pals@gstt.nhs.uk)

**Knowledge & Information Centre (KIC)** - for more information about health conditions, support groups and local services contact:

☎ 020 7188 3416

✉ [kic@gstt.nhs.uk](mailto:kic@gstt.nhs.uk)

**Language support services** - If you need an interpreter or information about your care in a different language or format, please contact us by:

☎ 020 7188 8815

📞 020 7188 5953

✉ [languagesupport@gstt.nhs.uk](mailto:languagesupport@gstt.nhs.uk)

**REMEMBER, ALWAYS BRING YOUR MEDICATIONS WITH YOU ON EACH VISIT.**

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