

Your heart pharmacist for medicines support at home

This leaflet explains how your heart pharmacist can support you at home and help you get the best out of your medicines. If you have any further questions or concerns, please speak to a member of staff caring for you.

What is a medicines review home visit?

A medicines visit is designed to help you understand and better manage your medicines in your home. The visits are carried out by a member of our heart pharmacy team. This service is currently only available to patients with a GP in the boroughs of Southwark or Lambeth.

Why have I been chosen for a home visit?

Your doctor or specialist nurse thinks you might benefit from a home visit to review your medicines. This may be because you have recently been admitted to hospital.

What will happen during my home visit?

During your home visit, the pharmacist will:

- help you understand what your medicines are for and make clear any changes that might have been made
- remove any old medicines you no longer need
- provide tips on ways to remember to take your medicines
- answer any questions you might have about your medicines.

They will liaise with your GP or community pharmacist and specialist nurse or hospital doctor regarding any changes that may need to be made after the visit.

How will my appointment be booked?

If you are in hospital, a heart pharmacist will visit you on the ward. They will ask you questions about how you take your medicines and book an appointment with you before you go home. If you are being referred to the service by your doctor or nurse, they will (with your permission) pass on your details to the heart pharmacy team. A member of the team will then contact you to arrange a home visit.

Can I decline a home visit?

If you would prefer not to have a home visit, all you have to do is let the heart pharmacist know when they contact you. Please note the pharmacy team are also happy to discuss your medicines over the phone if you prefer.

Contact us

If you have any further questions or concerns, please do not hesitate to contact a member of the heart pharmacy team on 07918 338862 (9am to 5pm, Monday to Friday). If you have any problems with your medicines, please do not stop taking them – contact your doctor, specialist nurse or pharmacist.

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit www.guysandstthomas.nhs.uk/leaflets

Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

t: 020 7188 8801 (PALS) e: pals@gstt.nhs.uk
t: 020 7188 3514 (complaints) e: complaints2@gstt.nhs.uk

Language Support Services

If you need an interpreter or information about your care in a different language or format, please get in touch:

t: 020 7188 8815 e: languagesupport@gstt.nhs.uk

NHS 111

Offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day.

t: 111

NHS Choices

Provides online information and guidance on all aspects of health and healthcare, to help you make choices about your health.

w: www.nhs.uk

Get involved and have your say: become a member of the Trust

Members of Guy's and St Thomas' NHS Foundation Trust contribute to the organisation on a voluntary basis. We count on them for feedback, local knowledge and support. Membership is free and it is up to you how much you get involved. To find out more, and to become a member:

t: 0800 731 0319 e: members@gstt.nhs.uk w: www.guysandstthomas.nhs.uk/membership

Leaflet number: 4246/VER1

Date published: June 2016

Review date: June 2019

© 2016 Guy's and St Thomas' NHS Foundation Trust