

What to do if the wrong person takes the medicine

If you are worried and need advice contact the Pharmacy that dispensed the medicine, or call

NHS DIRECT

0845 4647

In an emergency, phone for an ambulance

Dial 999

Please remember to keep any medicines they have taken as well as the container to show the Doctor, Nurse or Paramedic

NHS DERBYSHIRE COUNTY & NHS DERBY CITY

What you can expect from us?

As NHS Trust's we aim to continually improve our service and invite feedback to help with us. To Contact:

NHS Derbyshire County: Tel 01246 231 255 or visit www.derbyshirecountypct.nhs.uk

NHS Derby City: Tel 01332 224000 or visit www.derbycitypct.nhs.uk

What we expect from you

The Trusts' will treat everyone fairly and consistently, with dignity and respect. Staff hope that you will treat them in the same way, which will ensure we are all free from undue stress and anxiety.

Patient Advice and Liaison Service (PALS)

The Patient Advice and Liaison Service is a patient focused confidential service helping you to sort out any concerns you may have about the care we provide.

Derby City **0800 32 32 35**

Amber Valley & Erewash

0800 783 7279

Chesterfield, Bolsover & North East Derbyshire **01246 514067**

High Peak, Derbyshire Dales & South Derbyshire **01298 212272**



Important Information about Medicines



Information for patients and carers

Medicines can cause harm if they are not carefully used, stored and disposed of.

Please read this leaflet carefully

This publication is available on request in other formats (for example, large print, easy read, Braille or audio version) and languages. For free translation and/or other format please call 01773 525099 extension 5587, or email us

communications@derbyshirecountypct.nhs.uk

About medicines

Medicines contain powerful ingredients to help you or someone you are caring for. They may be:

- Tablets or capsules to take by mouth
- Liquid to take by mouth
- Patches to put on your skin
- Injections to be given by the doctor, nurse, patient or carer

You should always carefully read the label and any maker's instructions with all medication. Do follow the instructions on the label.

Do ask the doctor, pharmacist or nurse if you do not understand the instructions on your medicines. They can write down what you need to know in larger print if you ask them.

Do ask your pharmacist (chemist) for advice. If you buy medicines over the counter, check that ingredients do not duplicate (are not the same) or interfere with what you are already taking.

If you need any more information, ask or telephone your pharmacy (chemist) or Doctor's surgery.

Storing medicines

Please keep all medicines:

- Tightly closed
- In the bottle or box they came in with the labels intact
- In a cool place
- Out of reach and sight of children
- Where you or a carer can easily find them

Never share your medicines or give them to anyone else.

Please do not store medicines –

- On a bedside table
- On a kitchen shelf
- On a mantelpiece (fireplace)

Always check the person's name on the medicine. This is to prevent someone else taking the medicine by mistake.

If medicines need to be stored in the fridge, the label will say so. Do not put them in the freezer compartment.

What to do when these medicines are no longer needed

This may be because:

- The prescription has been changed
- The medicines are out of date
- Or the person requiring the medicine has died

Because medicines can be dangerous, it is important that they are disposed of safely.

Return unused medicines to the pharmacy (preferably the pharmacy where they were dispensed).

For certain medicines such as those given by injection, the nurse can return them for you.

Alternatively, the nurse may destroy medicines safely, using specific equipment. You, or a member of your family, will be asked to sign the medication record form to show which means of disposal was chosen.