Things to do before visiting the hospital

1. Make a list or bring with you any packs of medicines you take.

2. Write down your symptoms (these are aches, pains or feelings which make you feel ill).

3. Write down when your symptoms started and what makes them better or worse.
At the Hospital

Don’t be afraid to say “I don’t understand, can you repeat and explain it in more detail please”.

Things you should ask when at hospital are:
- Is there a Learning Disability flag on my electronic record?
- Can I have longer appointment times?
- Can I have written information that is easier for me to understand?

**My Hospital Passport** is a booklet you or your carer can fill out to let hospital staff know about your medication, things important to you and things you like and dislike.

You can also use a **My Medication Passport** to write about the medications you take. (See next page)

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How can My Medication Passport help you?

- You can use this booklet to write about your medicines.
- Fill it in yourself or get your carer/family to help you.
- You may like to:
  - Write down the names of the medicines you are taking and how you should take them: (like 1 tablet at bedtime)
  - Write down the reasons why you are taking your medicines

When you go to the doctor, remember to take your **Medication Passport** with you.
Medicine Interactions

A medicine interaction is when a medicine you are taking is affected by something else, for example, food, alcohol or another medicine.

If you get symptoms when you take a certain medicine together with something else then you must report this to the doctor, pharmacist or nurse.

If you drink alcohol when you are on a certain medicine, this may make you feel unwell. Ask a doctor or pharmacist if you plan to drink alcohol.

If you are having problems with your medicines

Tell the doctor or pharmacist or nurse when you next see them if you are having any problems with your medicines.

<table>
<thead>
<tr>
<th>PROBLEM</th>
<th>SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Difficulty swallowing tablets?</td>
<td>Pharmacist may be able to change your medicine to tablets that dissolve in water or a bottle of liquid if available.</td>
</tr>
<tr>
<td>Forgetting to take your medicine on time?</td>
<td>Pharmacy can organise your medicines into a dosette box</td>
</tr>
<tr>
<td>Difficulty reading labels?</td>
<td>Pharmacist can provide larger labels with larger print, and leaflets with larger writing.</td>
</tr>
<tr>
<td>Difficulty using an inhaler?</td>
<td>A spacer can be supplied by pharmacy, which makes the inhaler easier to use</td>
</tr>
</tbody>
</table>
Some medicines can give you side-effects. This is when the medicine gives you problems like making you feel sick or dizzy or sleepy.

**It is important that you tell your Doctor, Pharmacist or Nurse if you feel unwell when you take your medicine.**

**Where to get more information**

Ask a Pharmacist at the outpatient Boots Pharmacy. See map on back of leaflet for more details. OR

Call our Hospital Medicines Information Helpline on 020 3315 2704 and they can give advice about your medicines. Opening times are Mon–Fri: 10–12pm & 2–4pm

**Useful Resources.**

- Use the websites below or ask your doctor, nurse or pharmacist for more information


- Google ‘RCPSYCH LEARNING DISABILITY’ and use this website: [http://www.rcpsych.ac.uk/healthadvice/learningdisabilities.aspx](http://www.rcpsych.ac.uk/healthadvice/learningdisabilities.aspx) - Easy read leaflets about your condition and the medicine you are taking.

**Feedback**

For positive or negative feedback about your hospital experience, please contact the Patient Advice & Liaison Service (PALS)

By telephone: 020 3315 6727

By email: Pals@chelwest.nhs.uk
Useful contacts at the hospital:

Lead nurse for Learning Disability
Kathryn Mangold – Kathryn.mangold@chelwest.nhs.uk

Pharmacist at Boots - see boxes below

Lead nurse for Adult Safeguarding
Nick Hale – nick.hale@chelwest.nhs.uk

**Boots outpatient pharmacy**

**Contact number:**
020 7351 7830

**Opening times:**
Mon: 8am–7pm
Tue: 8am–5pm
Wed: 12pm–7pm
Thu: 8am–7pm
Fri: 9am–5pm
Sat: 11am–4pm
Sunday: closed

Map & Directions to Boots