

Your opinion matters:

We want to provide the best service we can so we welcome your views. We may leave a questionnaire with you so you can let us know if you found our service helpful or not.

If you are not happy with our service, please speak in the first instance to the person who you saw at your appointment.

You may also like to speak to our Patient Advice and Liaison Service (PALS) on 0800 917 7159.

Contact us:

You can contact the Medicines Optimisation Service Team directly on 0300 333 1966

Opening hours:
Monday - Friday
9am - 5pm



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Helping you get the best from your medicines

Bromley Medicines Optimisation Service

Improving lives

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The Medicines Optimisation Service

A pharmacist or pharmacy technician will visit you at home and talk to you about your medicines. They will work with you to try to solve any problems you have with your medicines.

Who we see

Anyone who is 18 years of age or older, registered with a Bromley GP and has problems managing their medicines.

Referrals to the team:

Your GP, district nurse, social worker or other healthcare staff who you have contact with can refer you to the team.

Reasons you may wish to see a member of our team or be referred to us:

You may:

- Have trouble remembering to take your medicines
- Get muddled about which medicines to take when
- Find it difficult to open bottles or remove tablets from blister packaging

- Often run out of medicines or have medicines you do not need
- Be unsure about what your medicines are for
- Think your medicines are causing too many side effects
- Think you do not need so many medicines
- Think your medicines do not work very well

What will we do if you are referred to us

We will contact you to explain why you have been referred to us and arrange an appointment to see you at home at a time that suits you. You can ask a family member or friend to be present during this appointment if you would like to.

When we visit you, we will:

- Look at the medicines you are taking and check that you have everything that has been prescribed for you
- Explain what each of your medicines are for
- Make sure you know how to use your medicines correctly

- Check that you have a routine for taking your medicines
- Ask you what problems you have with your medicines and discuss any side effects you may be experiencing.

Once we understand what difficulties you have with your medicines, we will work with you to try to help solve these problems. Examples of how we may help include:

- Make arrangements for your medicines to be delivered
- Arrange with your GP to change or stop medicines that you do not want to take

- Arrange to supply your medicines in easy to open bottles

We will put a plan in place and then contact you within 6 weeks to check that the plan is working.

We will be guests in your home and will:

- Wear a photo identity badge. If we forget to show this to you, please ask us
- Be respectful
- Keep your personal information secure. We may need to discuss some information with other professionals involved in your care

Notes
