

Feedback and complaints

We aim to constantly improve our services and therefore value any feedback you would like to give.

If you are unhappy or have concerns with any aspects of our service, please speak to your named Pharmacy Technician or Pharmacist or feel free to contact our Team Leader Peter Cope on 07823661450 / 01202 277038

Alternatively, should you not wish to discuss this with our team or wish to receive independent advice and help, please feel free to contact the Patient Advice and Liaison Service (PALS) on 0800 587 4997.

The information in this leaflet is available in additional languages and alternative formats. Please contact the Trust for further details.

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Purbeck Integrated Community Rehabilitation Team (PICRT) Medicines Team

**Helping patients to make the most
of their medicines**



Purbeck Locality Office, Bonnets Lane, Wareham BH20 4HB

Office Telephone Number: 01929 408073 (8am to 4pm)

Why we might ask to visit you

We are usually asked to visit you to find out if you need any help with managing your medicines. We may have been asked to do this by your GP, another healthcare team or because you have recently been in hospital and have had changes to your medicines.

Who we are:

Our team is made up of pharmacy technicians and pharmacists.

What we do:

- ◆ We help patients to manage their medicine safely
- ◆ We offer advice and guidance around taking medicines and what they have been prescribed for
- ◆ We provide and organise realistic solutions to medication issues
- ◆ We liaise with your chemist to support newly prescribed medicines
- ◆ We complete an assessment with you, either whilst you are in hospital or in your home to find out if you have any concerns or issues with your medicines
- ◆ We arrange follow-up assessments with you to make sure you are getting the most from your medicines
- ◆ We work closely with GPs, other healthcare teams and social care services

- ◆ We can help patients to remain independent and within their own homes by helping to set up ordering and delivery of medicines
- ◆ We carry out hospital discharge assessments with follow up home visits

Your pharmacy technician is:

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Your pharmacist is:

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Your named Pharmacy Technician or Pharmacist is available to speak to, if you have a query about your medicines or if you wish to change the time of your home visit. Alternatively, if they are unavailable any member of the team would be able to help you. You can contact them by using the number on the front of this leaflet.