

## Transfer of Care Around Medicines (TCAM)

When you are discharged from hospital you may wish to receive extra support with your medicines. This NHS service creates an important link with your Community Pharmacist who will discuss your medicines with you, answer any questions you may have and give you the information and support that you need.

### How can this benefit me?

It can be difficult to take in or remember all the information you are given about changes to your medicines when you are in hospital. This could result in you not taking your medicines correctly at home. By understanding your medicines and the most effective ways to take them you can get the best out of them and stay healthy at home. Your Community Pharmacist will give you the knowledge and support you need to put you in control of managing your medicines with confidence.

Your Community Pharmacist will take time to:

- Discuss any newly prescribed medicines
- Explain changes to existing medicines
- Review all medicines you are taking

As well as offering information and advice, they may also be able to offer practical help and provide other services and support like the Medicines Use Review or New Medicines Service. This is a confidential conversation and will take place in a private area within the pharmacy.

### How does the service work?

While you are in Hospital:

- Choose your regular Community Pharmacy or one that is convenient for you to dispense your medicines
- Once you have given your consent, your discharge information (which includes information about your medicines) will be sent through our secure electronic system direct to the Pharmacy you have selected
- Once you are home from hospital, the Community Pharmacist will ensure that your prescription is correct and speak to you when your next repeat prescription is due. You can also contact them directly about your referral.

### What if I need advice before I go to the Community Pharmacy?

While you are in hospital you may see pharmacists and pharmacy technicians visiting your ward who ensure that medicines are being used correctly and safely. You can speak to them if you have any concerns or questions about your medicines.

When you are discharged you can call the:

ESHT Medicines Information Helpline – Tel: (01323) 413785 (Eastbourne) or (01424) 757067 (Hastings) during office hours

NHS non-emergency number 111 (free to call) 24/7

### Sources of information

East Sussex Healthcare Pharmacy Department, Pinnacle Health Ltd

## Important information

This patient information is for guidance purposes only and is not provided to replace professional clinical advice from a qualified practitioner. Once you have given your consent for this service you have the right to withdraw this consent at any time.

## Your comments

We are always interested to hear your views about our leaflets. If you have any comments, please contact the Patient Experience Team - Tel: (01323) 417400 Ext: 5860 or by email at: [esh-tr.patientexperience@nhs.net](mailto:esh-tr.patientexperience@nhs.net)

## Hand hygiene

The trust is committed to maintaining a clean, safe environment. Hand hygiene is very important in controlling infection. Alcohol gel is widely available at the patient bedside for staff use and at the entrance of each clinical area for visitors to clean their hands before and after entering.

## Other formats

**If you require any of the Trust leaflets in alternative formats, such as large print or alternative languages, please contact the Equality and Human Rights Department.**

**Tel: (01424) 755255 Ext: 2620**

After reading this information are there any questions you would like to ask? Please list below and ask your Pharmacist or Pharmacy Technician.

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## Reference

In collaboration with representatives from:



**Kent Surrey Sussex  
Academic Health Science  
Network**



Next review date: February 2022  
Responsible clinician/author: Natalie Beams – Lead Pharmacy Technician – IM&T

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