



Keep this leaflet handy for future reference

## FAQs

### How do I find the contact details for my community pharmacy?

Contact details for your community pharmacy are usually on the label on your medicines.

### How long does it take to get my medicines?

After requesting your medicines from your doctor's surgery, please allow 7 days for your surgery to issue your prescription and your pharmacy to get your medicines ready for you. If your medicines are urgent, it can still take a few hours for the prescription to be sent to your pharmacy electronically.

### Where can I get help with my medicines when my community pharmacy or doctors' surgery is closed?

#### NHS111

- 🌐 Web: <https://111.nhs.uk/>
- ☎ Phone: 111
- 💬 Text relay: call 18001 111
- 🗣 British sign language: <https://signvideo.co.uk/nhs111/>

#### Wicker Pharmacy

- 🌐 Web: <https://www.wicker.co.uk/>
- ☎ Phone: 0114 272 7676

#### Sheffield Urgent Care

- 🌐 Web: [sheffieldurgentcare.co.uk](http://sheffieldurgentcare.co.uk)

### Who can help me if I have a problem with the service from a pharmacy professional?

#### Healthwatch Sheffield

- 🌐 Web: [healthwatchsheffield.co.uk](http://healthwatchsheffield.co.uk)
- ☎ Phone: 0114 253 6688
- 💬 Text: 0741 524 9657



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**NHS**  
South Yorkshire  
Integrated Care Board

# Where can I get help with my medicines?



In Sheffield we have Pharmacists and Pharmacy Technicians who all complete the same professional training and qualifications for their respective roles. They work in different places doing slightly different jobs and can help adults and children with their medicines.

These are the places you might meet them and what you can talk to them about.

## Hospital Pharmacist and Hospital Pharmacy Technician



Where might I meet them and how do I contact them?

- In hospital
- Ask to speak to a pharmacy team member

What might I talk to them about?

- Confirming which medicines I usually take so I can take them while I am in hospital
- Checking any medicines prescribed in hospital are right for me
- Information and advice about my medicines
- Supply of my medicines while in hospital and when I leave

## Community Pharmacist and Community Pharmacy Technician



Where might I meet them and how do I contact them?

- In the local community pharmacy
- Contact or visit the pharmacy – no appointment needed, but you may need to wait at busier times

What might I talk to them about?

- Supply of my medicines, alternatives and how to use my medicines
- Tools to help me take my medicines
- Minor illnesses and how I can care for myself
- Managing my long term condition
- Advice about my medicines and getting the best from them
- Help with having a healthy lifestyle

## Practice Pharmacist and Pharmacy Technician



Where might I meet them and how do I contact them?

- In my doctors' surgery
- Contact the surgery to leave a message or make an appointment with a pharmacy team member

What might I talk to them about?

- Prescription requests and ordering my medicines
- My medication and how it is working for me
- My long term condition and getting the best from my medicines
- Changes to my medicines recommended by hospital and other services
- Questions about my medicines, alternatives and problems with taking them