

Re-designing how patient medicines information is presented on discharge

Care
Compassion
Understanding

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Introduction

The plethora of information leaflets given to patients discharged from our In-Patient Unit can look disorderly and unprofessional when simply placed in the bag containing the patient's dispensed medicines (TTO), with a real risk of information being lost, overlooked or simply discarded as unimportant.

Patient information leaflets issued with medicines on discharge include:

- Manufacturer's Patient Information Leaflets (PILs) for each medicine used within license (a legal requirement)
- Locally developed PILs for medicines that are unlicensed or for use off-label
- 'Drug Information Cards' listing all discharge medicines and dosage information (electronically transposed from the TTO prescription)
- Other locally developed PILs informing about medicine groups warranting special care in use e.g. 'morphine and other opioid painkillers for moderate to severe pain'

Aim

To develop how written patient information was presented to patients and carers in a way that was:

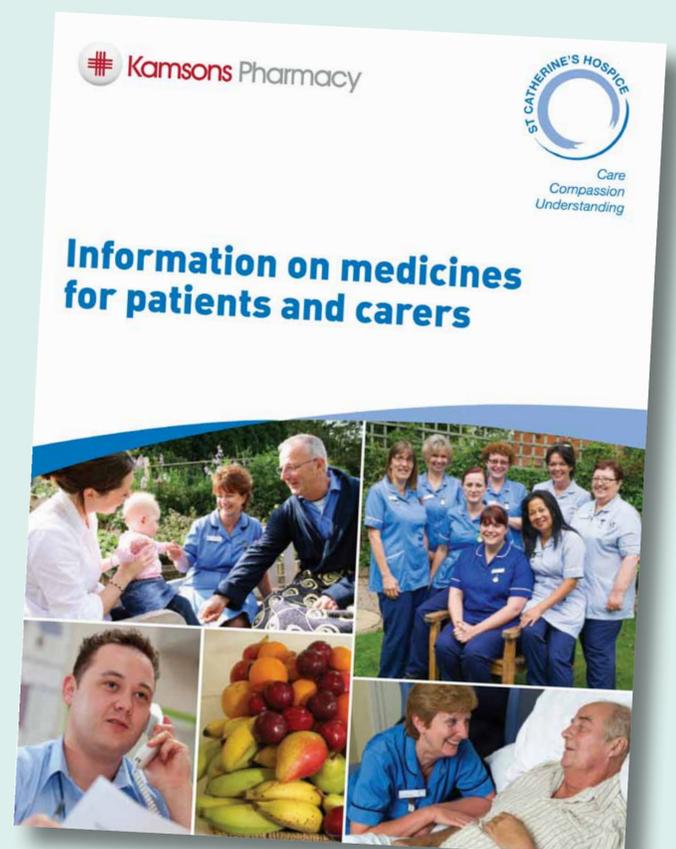
- Professional and distinctly noticeable
- Neat, orderly and clear

How

Our Medicines Management Group is a multidisciplinary team comprising medical, nursing and pharmacy representation. One role of the group is to continuously improve the quality of pharmaceutical related practice and processes in an innovative way.

We developed the following solution:

- Hospice branded A4 folder with punched holes in the back cover with a flat bar file fastener fitted to hold the medicines information together
- Clear and easy to understand information sheets
- A contact sheet containing a number for patients to call with questions regarding their medicines or to report side effects



- The folder is assembled in the pharmacy and then presented to the patient/carer with the TTO medicines

This solution has potential for application in other settings.

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