



**RM**  
Medicines

*Delivered by The Royal Marsden*

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# Our Outpatient Pharmacy Service at The Royal Marsden

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**Patient Information**



## What we promise to do for you

RM Medicines is a specialist outpatient pharmacy service delivered by The Royal Marsden.

At RM Medicines, we aim to give you a professional, personal and efficient service. To achieve this, we promise to:

- Dispense your prescription medicines accurately, promptly and offer advice on how to take them
- Keep a confidential record of prescription medications that we have given to you
- Make sure that our qualified Pharmacists, Technicians and support staff are available to discuss any questions or concerns you may have about your medicines. You can do so in total confidence
- Provide advice on treating common illnesses and on health matters
- Stock a range of over-the-counter medicines and recommend one that will best suit your needs.

To help us give the best advice, our Pharmacist needs to know as much as possible about you and your symptoms when purchasing over-the-counter (OTC) medications. Please offer as much information as you can – even if you think it may not be important.

Occasionally, it may not be appropriate to sell you an OTC medicines, if in our Pharmacist's professional opinion, you may be asked visit your GP or another healthcare professional.

If you would like more detail on how we your use your health information how you can access your records or to request a copy of that information held, please refer to The Royal Marsden Data Protection Officer at:  
[dpo@rmh.nhs.uk](mailto:dpo@rmh.nhs.uk)

## Prescription charges

All medicines supplied from The Royal Marsden are exempt from the NHS prescription charges.

NHS prescriptions are free for people with cancer. You are entitled to apply for a medical exemption certificate that entitles you to free prescriptions if you are receiving treatment for:

- Cancer
- The effects of cancer
- The effects of current or previous cancer treatment.

You can get a FP92A medical exemption certificate from your GP, hospital doctor, Clinical Nurse Specialist or Pharmacy.

## Our commitment to you

At RM Medicines, our core values are the same as those of The Royal Marsden, which have been developed following extensive consultation with patients and a mix of clinical and non-clinical staff from a variety of seniority levels. All staff embody these values in their everyday work, helping make The Royal Marsden a world-renowned centre of excellence.

### **Pursuing excellence**

- We provide you with the best service and strive to be experts in our field, working to deliver quality in what we do
- We are dedicated to delivering on our promises to you
- You can count on our knowledge and expertise.

### **Showing kindness**

- We will treat you with care, consideration, kindness and respect
- We are professional and will do the right thing for you
- What is important to you, matters to us.

## **Working collaboratively**

- We work in an inclusive way, bringing together different expertise, partners and resources to achieve the best possible outcomes
- We strive to develop better ways of doing things and work with the wider hospital teams to ensure that your experience at The Royal Marsden is positive.

## **Pioneering change**

- We are committed to continuous improvement of processes and welcome change
- We will act on all forms of feedback to improve the service.

## **Our Outpatient Pharmacy services:**

### **Dispensing hospital prescriptions**

We only dispense hospital prescriptions issued by your outpatient clinic or Medical Day Unit at The Royal Marsden. We are unable to dispense any other prescriptions.

### **Delivery of medications**

We deliver medications that are dispensed at The Royal Marsden if you are unable to visit the hospital to collect.

### **Patient medication records**

We keep a safe and secure record of all your prescriptions, for medical purposes only.

### **Medication counselling**

At RM Medicines, we want to help you get the most from your prescription medications. Our Pharmacy team will provide you with the information in a way you can understand.

### **Advice on self-care**

Our Pharmacy team can advise you on treating minor illnesses and over-the-counter medicines.

## Disposing of unwanted medicines



We accept medications you no longer need and dispose of them safely. Please see a list overleaf for items that cannot be accepted.

## Returning unwanted medications

To ensure the safety of staff, patients and the environment when returning your unwanted medications, please take a moment to answer these quick questions. You must be able to answer all the questions with a 'yes' for pharmacy staff to accept your unwanted medications. Please inform pharmacy staff if there are any questions where you have answered 'no'.

1	Are you returning only medicines?
2	Are you sure that there are no needles or sharps in the bag/ container? (this includes used or unused items)
3	Are you sure that there are no other items that could affect the health and safety of our staff? (this includes hazardous materials)

Below is a list of items that can and cannot be accepted by the pharmacy for disposal. For items that cannot be accepted by the pharmacy, please contact your council for collection.

<b>We can accept</b> 	<b>We cannot accept</b> 
Any unwanted medicines including:	Anything that is not a medication including:
Tablets or capsules	Used or unused medications with needles or sharps
Creams	Pesticides or other chemicals
Liquid medications	Veterinary products
Powder	Dialysis kits
Inhalers, ampoules or patches	Paints, oils or solvents

## We want to provide the best service

There may be times when our service may not meet your expectations. In order to improve our service, we welcome and value your comments, complaints and compliments.

### If you do need to complain:

- Please speak directly to our Pharmacist or Pharmacy manager and they will try to resolve the issue.
- Or, you may wish to contact The Royal Marsden Patient Advice and Liaison Service (PALS) by:
  - Telephone: Chelsea 020 7811 8438 / 020 7808 2083  
Sutton 020 8661 3759 / 3951
  - Email via the online contact form: [www.royalmarsden.nhs.uk/your-care/royal-marsden-help-centre](http://www.royalmarsden.nhs.uk/your-care/royal-marsden-help-centre)
  - In person at either the Chelsea or Sutton help centre.

### Our aim is to:

- Find out what caused your concerns and why
- Take the necessary action to prevent a repeat of what caused your complaint in the first place.

### Once we have received your concern or complaint

We will discuss with you the best way to try and deal with the matter. All concerns and complaints will be investigated, and we will inform you of the outcome.

You can choose how you wish to be notified of the outcome. The options include:

- A telephone call from senior manager
- A meeting with a senior manager
- A written response
- A combination of the above.

## **What will happen then?**

PALS staff or a senior manager at The Royal Marsden will do everything they can to help resolve your concern as soon as possible. Whichever way is chosen to deal with your concern, the emphasis will be to do so efficiently.

For in-depth investigations requiring a written response, we will send you an acknowledgement letter giving the name and contact number of the person who is dealing with the matter. We will also advise how long it is likely to take to provide you with a response.

## **If you are not satisfied with the outcome**

The first thing to do is to tell us what you are dissatisfied with. We will listen to you and endeavour to put things right wherever possible.

If you still remain dissatisfied and you are an NHS patient, you can then ask the Health Service Ombudsman to review the way we have dealt with your concern or complaint by visiting [www.ombudsman.org.uk/](http://www.ombudsman.org.uk/)

The Ombudsman is independent of the NHS and there is no charge for this service. The Ombudsman may investigate complaints on your behalf but only after they have been investigated by The Royal Marsden.

## **Contact details and opening hours**

### **Chelsea**

The Royal Marsden  
Wallace Wing  
Fulham Road  
Chelsea  
SW3 6JJ

Tel: 020 7349 9807

Email: [RMMedicines@rmh.nhs.uk](mailto:RMMedicines@rmh.nhs.uk)



## Sutton

The Royal Marsden  
Oak Cancer Centre  
Sutton  
SM2 5PT

Tel: 020 8915 6159

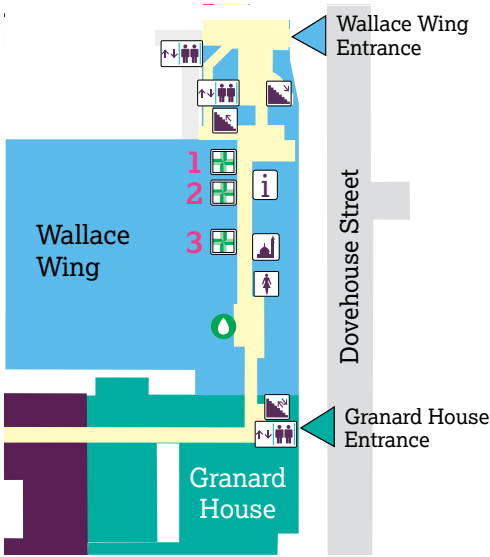
Email: [RMMedicines@rmh.nhs.uk](mailto:RMMedicines@rmh.nhs.uk)

### Opening hours

Day	Open	Close
Monday	8.30am	6.30pm
Tuesday	8.30am	6.30pm
Wednesday	8.30am	6.30pm
Thursday	8.30am	6.30pm
Friday	8.30am	6.30pm
Saturday – Chelsea	9am	1pm
Sutton	Closed	Closed
Sunday	Closed	Closed

# Where to find us

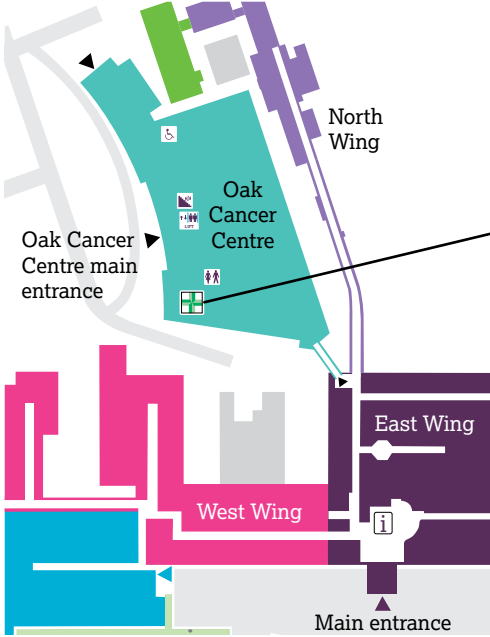
## Chelsea



- 1 Research prescriptions
- 2 Inpatient pharmacy
- 3 RM Medicines

All Ground floor,  
Wallace Wing

## Sutton



Pharmacy,  
Ground floor,  
Oak Cancer Centre

## References

This booklet is evidence based wherever the appropriate evidence is available.

Details of the references used in writing this booklet are available on request from:

The Royal Marsden Help Centre

Telephone: Chelsea 020 7811 8438 / 020 7808 2083

Sutton 020 8661 3759 / 3951

Email: [patientcentre@rmh.nhs.uk](mailto:patientcentre@rmh.nhs.uk)

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Should you require information in an alternative format, please contact The Royal Marsden Help Centre.

The patient information service is generously supported by The Royal Marsden Cancer Charity.

[royalmarsden.org](http://royalmarsden.org)

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