

Ref: FOI/2024/10211

Date Received: 17<sup>th</sup> October 2024

Response Due: 14<sup>th</sup> November 2024

Date: 14<sup>th</sup> November 2024

Dear Sir/Madam

With reference to your request for information received on 17<sup>th</sup> October 2024, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

**Under the Freedom of Information Act 2000, I would like to request information regarding your Trust's practices related to dispensing and prescribing medications in the following areas. Please respond by selecting the most appropriate option for each question:**

**1. Emergency Departments (ED):**

- **Are Take-Home (TTO) medications dispensed directly to patients from the ED?**
  - **Yes, always.**
  - **Yes, but only during certain hours (e.g., out-of-hours).**
  - **No, a prescription is issued for collection at a pharmacy.**
  - **Hybrid model: Medications are dispensed during certain hours, and a prescription is issued at other times.**

Hybrid model: Medications are dispensed during certain hours, and a prescription is issued at other times.

**2. Outpatient Clinics:**

- **Are medications dispensed directly to patients in outpatient clinics?**
  - **Yes, always.**
  - **Yes, but only during certain hours.**
  - **No, a prescription is issued for collection at a pharmacy.**
  - **Hybrid model: Medications are dispensed during certain hours, and a prescription is issued at other times.**

Hybrid model: Medications are dispensed during certain hours, and a prescription is issued at other times.

- **If prescriptions are issued, can these prescriptions be fulfilled at any pharmacy?**
  - **Yes, the prescriptions can be taken to any pharmacy.**
  - **No, the prescriptions are restricted to the hospital pharmacy.**

Yes, the prescriptions can be taken to any pharmacy.

### **3. In-Patients Being Discharged:**

- **For in-patients being discharged, are TTO medications dispensed directly from the hospital pharmacy, or is a prescription given?**
  - **Medications are always dispensed directly.**
  - **A prescription is given for the patient to collect the medications from a pharmacy.**
  - **Hybrid model: Some medications are dispensed directly, while others are prescribed for collection.**

Hybrid model: Some medications are dispensed directly, while others are prescribed for collection.

**I would appreciate it if you could provide any relevant documents, protocols, or guidelines related to these practices. Please send the information in electronic format if possible.**

Please see attached.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Gary Masterman  
Deputy Chief Pharmacist

#### **PLEASE NOTE:**

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire, SK9 5AF  
Helpline number: 0303 123 111