

The Practical Issues of Managing Medicines (From checking stock to ordering, collecting and taking them)

Recap about the study

Start filming

Would you be able to guide me through the practical experiences of managing your pain medicines on a day-to-day basis? You have learnt much about this process through trial and error and picked up many pearls of wisdom along the way.

If we start with your experience of getting repeat prescriptions what have you found works for you?

- How do you do this? Online system for GP surgery - your experiences of using it
- When and how do you check your supplies, so you know when to put in a request for a repeat prescription? Fills 2 weekly pill 'dosette' boxes (show on film) so knows has enough supplies for a fortnight
- What's your routine for putting a repeat prescription request in? Puts repeat prescription request in on a Sunday – 5 working days for prescription to be generated, sent to pharmacy, and then prescription to be filled at the pharmacy

In terms of collecting the medicines from the pharmacy has this been an issue for you?

- When do you collect your medicines from the pharmacy? On a Friday, when pharmacist is there. What's important about this relationship?
- Do you then check what is in the bag? What do you look out for?
- Have you had any problems with the pharmacy not stocking any medicines you require? How did you get round this?

You've learnt to understand your medicines in terms of knowing all their names, what they are for and how best to take them. What did you do initially to help with this?

- Did you write anything down? For example, in a medicines chart?
- Who did you find it helpful to discuss the medicines with?
- What have been the benefits of understanding your medicines?

If we move on to thinking about organising and safely storing your medicines, what system have you found works for you?

- Uses 2 drawers – 1 with medicines currently taking, and another for back up supplies

How have you worked out when it's best to take the various medicines to fit around your daily routines?

- When do you prefer to take certain medicines, for example laxatives?
- If you go out or away what do you do?

Taking your medicines has become second nature to you but initially did you do anything to remind yourself to take them?

Finally, what top practical tip, or tips, would you give to someone just starting out on pain medicines?

Thank you