

Integrated Pharmacy Hub

What is the pharmacy hub?

Selected GP practices have partnered with the Pharmacy team at Newcastle upon Tyne Hospitals to set up a pharmacy hub. A team of Pharmacists and Pharmacy Technicians will work on most of the non-urgent prescriptions for these practices, action and process letters from the hospital and support our GP's with queries and problems relating to your medicines; they are not based in the practice but will talk to practice staff regularly throughout the day.

Why have we set up the pharmacy hub?

We set up the pharmacy hub to reduce the GP's workload so they have more time available to consult with their patients. Pharmacists and Pharmacy Technicians have expertise in keeping people safe with their medicines. We also have access in the hub to the hospital's computer systems; this makes communication between the hospital and the GP practice easier which is important if you have had a hospital stay or appointment.

Will this change how I request my medication?

No, continue to request your medication in the same way that you do now.

How long will it take for my prescription or query?

We will process all requests within two working days of receiving them. This may be a day or two longer than you are used to so order in good time and let the practice know if something is urgent. More urgent requests will be dealt with by your GP practice team.

When is the pharmacy hub open?

The hub is open Monday to Friday 8am – 4pm.

Where is the pharmacy hub based?

We are based at Regent Centre in Gosforth. We are not linked with any community pharmacies and we are employed by the hospital.

How do I contact the hub?

Your GP practice team will contact the pharmacy hub on your behalf. Someone will call you back from the hub if you need to talk to us. Your GP practice will check that they have the correct contact details for you on their system and that they know which community pharmacy you like to use.

What happens if there is a question or problem with my prescription?

If you have a question or problem with your prescription please contact your GP practice team as usual. If the pharmacy hub needs to contact you about your prescription we will use the contact details held by your GP practice to do so.

You can also email us at - nuth.integratedpharmacyhub@nhs.net