

Medication support options

NHS New Medicine Service (NMS)

This free service is provided by community pharmacies in England. A pharmacist will help you understand your new medication, take it correctly, and manage any concerns or side effects. <https://www.nhs.uk/nhs-services/pharmacies/get-help-with-newly-prescribed-medicines/>

Who can use the service?

For those who have been prescribed a new medicine for any of these conditions:

Asthma	Heart conditions such as angina or heart attack
Atrial fibrillation	Heart failure
COPD	High blood pressure
Coronary heart disease	High cholesterol
Depression (aged 18+)	Risk of blood clots (e.g., DVT)
Type 2 diabetes	Osteoporosis
Epilepsy	Parkinson's disease
Glaucoma	Stroke or TIA
Gout	Urinary incontinence or retention

How the service works

You will have three appointments with a pharmacist, usually over several weeks. These can happen over the phone or in the pharmacy's private consultation room.

The NMS helps you:

- with any problems linked to your medicine
- discuss concerns or issues about your medicine
- If needed, the pharmacist can refer you back to your GP surgery.

PillTime

PillTime is an NHS-registered online pharmacy that arranges prescriptions and sends medications directly to your home. Delivery is free for all orders

<https://pilltime.co.uk/>

- Medications can arrive pre-sorted into date and time labelled pouches, so you always know what to take and when. There is a pouching fee.
- Delivered securely to your home and fully trackable.
- Helpful app with NHS login for ordering, reminders and delivery alerts.
- Each dose is pharmacist-checked for safety.

Norfolk Community Health & Care (NCH&C) – Community Speech and Language Therapy Team

The team supports people with communication and swallowing difficulties, which can often be linked to medication routines, safely taking medicines, or managing complex health needs. For people who may struggle to swallow safely due to ageing, stroke, neurological conditions or other medical issues.

<https://www.norfolkcommunityhealthandcare.nhs.uk/speech-and-language-therapy-adult-community>

Who they support:

- Adults with communication or swallowing difficulties.
- Referrals for swallowing issues must come from a medical professional.
- Communication assessments can be self-referred.

Lions “Message in a Bottle” Scheme

A free, lifesaving scheme helping emergency services quickly access your essential medical information. <https://eastanglialioness.org.uk/national-projects/message-in-a-bottle/>

How it works:

- You fill in a simple form with your personal details, medication list, allergies and other essential information.
- The form is placed inside a small plastic bottle, kept in your fridge door, where emergency responders know to look.
- Two green cross stickers are supplied:
 - One for your front door (inside) and one for your fridge door
- This alerts emergency services to check the bottle if they're called out.

Why it matters:

- Saves emergency services valuable time.
- Helps ensure you receive the right treatment quickly, especially if you can't communicate your medication needs during an emergency.
- Free of charge, funded by local Lions Clubs.

Healthtalk

Healthtalk is an online resource where people share their real-life experiences of living with different health conditions. It helps people improve understanding through lived experience. You can watch video stories from people across the UK, covering a wide range of health issues. <https://healthtalk.org/>

- Offers insight into how others manage medications as part of their wider health condition. Use the keywords “medicine” or “medication” to search.
- Helps people feel less alone when navigating treatment options.
- All information is gathered through academic research.