

**As your local community pharmacy, we can offer a wide range of services and facilities for you and your family.**

### **Dispensing**

We dispense NHS prescriptions and will give advice on how to get the most benefit from your medicines. We keep a comprehensive stock of medicines and use a fast and an efficient wholesaler service to enable us to fill all prescriptions promptly.

### **Repeat Dispensing**

We can dispense NHS repeat dispensing prescriptions issued by your doctor. Ask us for more information about this service.

### **Medicine containers**

All medicines are dispensed in child resistant containers unless you ask us not to. Please remember: keep all medicines out of the reach and sight of children. Our pharmacist can advise you on safe storage of medicines. NHS Unwanted Medicines service Please return all unwanted medicines to the pharmacy where we will dispose of them safely.

### **NHS Health Advice and Self-care**

The pharmacist and our trained assistants are available for advice on all medicines and minor ailments, in private if required. We can also give you advice on how to live a healthy life, for example, advice on how to stop smoking or healthy diets. We can direct you to other sources of advice and assistance if we cannot help you ourselves.

### **NHS Unwanted Medicines service**

Please return all unwanted medicines to the pharmacy where we will dispose of them safely.

### **NHS Health Advice and Self-care**

The pharmacist and our trained assistants are available for advice on all medicines and minor ailments, in private if required. We can also give you advice on how to live a healthy life, for example,

### **NHS Medicines Use Reviews**

This is a medicine check-up service, which is useful if you regularly take several prescription medicines or are on medicines for a long-term illness. This confidential NHS service will help you to find out more about your medicines, identify any problems you may be having with them and help you to take your medicines to best effect.

### **NHS New Medicine Service**

When you are prescribed a medicine to treat a long-term condition for the first time, the pharmacist will support you to use the medicine safely and to best effect. The pharmacist will talk to you approximately two weeks after you first receive the medicine to see how you are getting on with it and to discuss any problems you may have. A second follow-up will be a month after you first receive the medicine. The service is only available to people using certain medicines; our pharmacist will give you details and offer this free NHS service, if this is available to you.

### **Patient Medication Records**

Our computer allows us to keep records of all your prescriptions dispensed by us. This helps us check for possible problems, such as reactions between medicines and will help us deal with any queries you may have. We comply with the Data Protection Act and the NHS code of practice on confidentiality. If you want to discuss the records we keep, please ask to speak to the pharmacist.

### **Want a quiet word?**

We have a consultation area available if you'd like to discuss something in private.

[Insert details for ICAS - available from your PCT].

x  
x  
x

### **We provide the above NHS services on behalf**

of:

Add CCG contact details

Address 1

Address 2

Address 3

Telephone number

### **Other Services we provide:**

Repeat Prescription Collection Service We offer a repeat prescription collection service from selected local GP practices. Please ask for details.

### **Medicines sales**

We keep a wide range of over the counter medicines and also vitamins and mineral supplements.

### **Holiday healthcare**

We can advise on medical requirements for travellers, including anti-malaria treatments.

### **Emergency supplies**

If you need one of your regular medicines in an emergency when you are unable to contact your doctor, we may be able to help. We must stress that this can only be done in genuine emergencies and it may incur a charge.

If you would like any more information about any of the services mentioned, please ask a member of staff or telephone the number on the front of this leaflet.

advice on how to stop smoking or healthy diets. We can direct you to other sources of advice and assistance if we cannot help you ourselves.

### Comments, Suggestions, Complaints and Compliments

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we provide at this pharmacy. If you have any comments, suggestions or complaints, please speak to a member of staff. We welcome any general comments about the services we provide and any suggestions of ways in which we can improve our services to you.

We operate a complaints procedure as part of the NHS system for dealing with complaints. Our system meets national criteria. Our [Pharmacist/Complaints Manager] will give you further information.

You may also seek advice from the local Patient Advice and Liaison Service (PALS). PALS are not part of the complaints procedure itself but they might be able to resolve your concerns informally or they can tell you more about the complaints procedure and independent complaints advocacy services. [Insert details for PALS - obtainable from your PCT].

- x
- x
- x
- x

An independent complaints advocacy service (ICAS) is available to provide advice and support for people who wish to complain about the NHS.

### Disabled Customers

[Insert access arrangements for disabled customers].

- x
- x
- x

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We reserve the right to refuse to provide services to individuals who act in a violent, threatening or aggressive manner. When we are closed... When this pharmacy is closed, for any health problem advice and details of other health services, contact NHS Direct, 24 hours a day. Call 0845 4647 or visit [www.nhs.uk/nhsdirect](http://www.nhs.uk/nhsdirect)

## Douglas Pharmacy



34 Ritchie Street  
London  
N10DG  
Telephone 02078376861  
[douglaspharmacy.com](http://douglaspharmacy.com)

### OPENING HOURS

**Monday - Friday** 8:00 AM - 8:00 PM  
**Saturday** 9:00 AM - 1:00 PM

### Access arrangements for disabled customers

Wheelchair Access

### Your Pharmacist:

Faye Clarke

### This pharmacy is owned by:

Douglas  
34 Ritchie St  
N10DG

Providing NHS Services

