

NHS services we provide:

Dispensing prescriptions

We dispense NHS prescriptions (paper and electronic) and will give advice on how to get the most benefit from your medicines. We keep a comprehensive stock of medicines (including controlled drugs and fridge line items) and use a fast and an efficient wholesaler service to enable us to dispense all prescriptions promptly.

We can also dispense NHS repeat dispensing prescriptions. Ask us for more information about this service.

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 staff can advise you on safe storage of medicines.

Unwanted medicines

Please return all unwanted medicines to the pharmacy where we will dispose of them safely. You can also return them to your local pharmacy, if this is more convenient.

Health advice and self-care

Our pharmacists and trained assistants are available to provide advice on all medicines and minor ailments in private. 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.

Medicines Use Review service

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 condition. This confidential NHS service will help you to find out about your medicines, identify any problems you may be having with them and help you to take your medicines to best effect.

Patient records

We keep records of all your prescriptions dispensed by us as well as records of other services we provide to you. 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 on confidentiality. If you want to discuss the records we keep, please speak to a member of staff.

We provide the above NHS services on behalf of:

NHS England, PO Box 16738, Redditch, B97 9PT
england.contactus@nhs.net

Other services we provide:

Prescription delivery service

We offer a free prescription delivery service across the UK, directly to your home or workplace in discreet plain packaging. We can provide you with a 1-hour delivery window with text message reminders. Ask us for more information about this service.

Emergency supplies

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

Compliance aids

If you have difficulty with your medication regime, we can provide assistance with our range of nomad trays. Each tray can provide a week's worth of medication in an easy to understand and accessible format. Please feel free to enquire about this service if you have any questions.

Questions, comments, suggestions and complaints

If you would like more information about any of the services we provide, please ask a member of

staff using the telephone number on the front of this leaflet.

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 and any suggestions of ways in which we can improve our services to you.

If you have any comments, suggestions or complaints, please speak to a member of staff.

We operate a complaints procedure as part of the NHS system for dealing with complaints. Our system meets national criteria. Our pharmacists can give you further information about this.

Access for people with disabilities

As a distance-selling pharmacy, we are not open to the public. However, if you require advice or help about our service, please call our freephone number and a member of staff will be happy to assist.

Want to speak in private?

We take privacy very seriously. All our telephone conversations are kept confidential and cannot be overheard by the public or other members of staff. If you require advice or help, we would be more than happy to assist.

When we are closed...

When the pharmacy is closed, if you urgently need medical help or advice, but it's not a life-threatening situation, contact NHS 111, by calling 111. Information can also be accessed at www.nhs.uk.

Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve.

We may refuse to provide services to individuals or those accompanying those individuals who are violent, threaten violence, commit or threaten to commit a criminal offence.

This pharmacy is owned by:

SecuriCare Medical Ltd.
Cavell House, Knaves Beech Way,
Loudwater, High Wycombe,
Buckinghamshire HP10 9QY
0800 585 125



Providing NHS services

PharmaCare

PharmaCare Medical

Compass House

Knaves Beech Industrial Estate

Knaves Beech Way

Loudwater

High Wycombe

HP10 9QY

Telephone

0800 652 1554

Email

enquiries@pharmacaremedical.co.uk

Website

www.pharmacaremedical.co.uk

Opening hours

Monday – Friday

9am – 5pm

We can offer a wide range of services for you and your family. This leaflet provides information about our services.