

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. Give us a call to arrange collection.

NHS Health Advice and Self-care

The pharmacist and our trained assistants are available for advice on all medicines and minor ailments. 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 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.

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:

Holiday healthcare

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

NHS and Private Flu Vaccination

Flu vaccination is available every year on the NHS to help protect adults and children at risk of flu and its complications.

We offer the Flu jab privately if you do not meet the NHS criteria for a free vaccine.

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.

We reserve the right not to serve violent or abusive customers

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.

You can find your nearest PALS office on the NHS Choices website.
You can also ask your GP surgery, hospital or phone [NHS 111](https://www.nhs.uk/111) for details of your nearest PALS.

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

Call the NHS Complaints Advocacy helpline on 0300 330 5454 or

Email nhscomplaints@voiceability.org or

Visit <http://nhscomplaintsadvocacy.org>

Disabled Customers

Access to the pharmacy is facilitated by automatic gates and a ramp.

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.

PRESCRIPTION COUNTER



Grosvenor House
160 Gillett Road
Thornton Heath
CR7 8SN
Telephone 02036593149
www.prescriptioncounter.co.uk

OPENING HOURS

Monday - Friday 9am – 5pm

Saturday 10am – 2pm

This pharmacy is owned by:

AJpharm Limited
Grosvenor House
160 Gillett Road

CR7 8SN

info@prescriptioncounter.co.uk

When we are closed...

When this pharmacy is closed, for any health problem advice and details of other health services, contact NHS 111, 24 hours a day. Call 0845 4647 or visit www.nhs.uk/111

Providing NHS Services

