

## Questions, comments, suggestions and complaints

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 telephone or email the pharmacy.

We operate a complaints procedure as part of the NHS system for dealing with complaints. Our system meets national criteria. Please contact our pharmacist for information.

## Onsite Access to Patients

As we are an internet pharmacy, onsite access is restricted to appointment only; no essential services can be offered onsite (i.e. dispensing medicines/appliances, repeat dispensing, public health promotion, disposal of unwanted medicines, signposting or support for self-care). On appointment visits to the pharmacy, the pharmacy is wheel chair accessible and we do have a consultation room available if you'd like to discuss something in private.

## 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](http://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:

Impresa Medica Limited, 13 Cranston Grove, Gatley, SK8 4HS.

## Pharmacyhaus.com

13 Cranston Grove  
Gatley, SK8 4HS

Telephone: 0161 818 8381  
Email: [pharmacyhaus@outlook.com](mailto:pharmacyhaus@outlook.com)  
Website: [www.pharmacyhaus.com](http://www.pharmacyhaus.com)

## Opening hours

Monday – Closed  
Tuesday – 15:00 – 21:00  
Wednesday – 07:00 – 18:00  
Thursday – Closed  
Friday – 07:00 – 18:00  
Saturday – 12:00 -18:00  
Sunday – 12:00 -18:00

**As an Internet Pharmacy, we can offer a wide range of services to anyone resident in the UK. This leaflet provides information about our services.**



**Providing NHS services**

## **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 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 contact us to arrange the disposal of your unwanted medicines. (Please note that we are not able to accept sharps such as needles. These will have to be disposed of through your GP surgery or local council).

**Health advice and self-care** - Our pharmacist and trained assistants are available to provide advice on all medicines and minor ailments over the telephone/video chat. 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.

**Flu Vaccination Service** - Each year we provide an NHS flu vaccination service to people aged 18 years and older who are eligible to receive a free vaccination. Ask us for more information about eligibility for this service.

**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:**

**Delivery service** - We offer a free delivery service for prescriptions to your home. Ask us for more information about this service.

**Medicines sales** - We keep a wide range of over the counter medicines and related products. Our staff members can help you to select the most appropriate products for your needs.

**Holiday healthcare** - We can advise on medical requirements for travellers, including anti-malaria medicines.

**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 deliver medication out of hours. This can only be done in genuine emergencies and it may incur a charge.