

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.

PALS

Telephone: 0300 1001821

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

ICAS

Telephone: 01892 540 490

Disabled Customers

Wide Doorway Access. Door bell.

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.

Data Protection Act

This pharmacy complies with the Data Protection Act and the NHS Code on Confidentiality.

When we are closed...

When this pharmacy is closed, health advice and information, including details of other local health services, is available around the clock from NHS direct. You can use:

- NHS Direct online at www.nhsdirect.nhs.uk
- NHS Direct Interactive on digital satellite TV
- The NHS Direct telephone service. Call 0845 4647.

Care Homes

We offer a dedicated service for Care Homes, providing accredited training for staff, free equipment loans, free prescription collection and deliveries and personalised Medication Dispensing Systems (MDS).

We provide NHS services on behalf of:

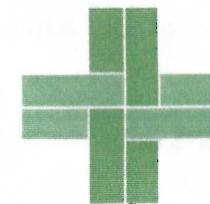
NHS England

PO Box 16738, Redditch, B97 9PT

Tel: 0300 311 22 33 (Mon-Fri 8am-6pm)

2013
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Bridge



Pharmacy

16 High Street,
Bridge, Near Canterbury,
Kent CT4 5JY

Tel/Fax: 01227 831008

Your Pharmacist:

Belina Wong

OPENING HOURS

Monday-Friday: 9am-1pm, 2pm-6pm

Saturday: 9am-12.30pm

This pharmacy is owned by:

A & S Shillam Ltd

Globe House, Eclipse Park,
Maidstone, Kent ME14 3EN

Providing NHS Services



As your local community pharmacy, we can offer a wide range of NHS funded 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 request us not to. Please remember: **keep all medicines out of reach and sight of children.**

Our pharmacist 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.

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.

Medicines Use Reviews

You can make an appointment with our pharmacist to discuss how you are getting on with your regular medicines. It will allow you to learn more about your medicines and ask any questions you may have, and if you are having difficulties taking your medicines our pharmacist may be able to assist.

Ask for more details on this service.

New Medicine Service (NMS)

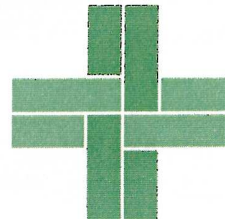
Similar to the Medicine Use Review, the New Medicine Service focuses on patients with certain long term conditions such as Asthma/COPD, Diabetes (Type 2) and high blood pressure that have been prescribed new medicines.

Ask a member of staff for more details.

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.



Other Services we provide:

Free Repeat Prescription Collection Service

We offer a repeat prescription collection service from selected local surgeries. Please ask for details.

Free Prescription Delivery Service

We can deliver your prescription straight to your door, free of charge. 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.