

**As a registered 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.

### **Electronic Prescription Service (EPS)**

A free NHS service that allows the prescription to be sent directly to us so that you don't have to worry. We will then deliver this to you on the same day. All you have to do is fill out the nomination form and give it to your surgery. Call for more information

### **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 contact us to arrange return of 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.

### **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.

### **24 Hour Health Advice**

The pharmacist and our trained assistants are available for advice on all medicines and minor ailments just give us a call. Alternatively our website has a vast amount of information available 24hours.

### **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.

## 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.

In writing:  
Patient Advice and Liaison Service  
Queen Elizabeth Hospital  
Stadium Road  
London  
SE18 4QH

By phone:  
020 8836 4592

By email:  
pals.qeht@nhs.net

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

NHS Complaints Advocacy Newham  
Stratford Advice Arcade  
107-109 The Grove  
Stratford London E15 1HP  
020 8221 1995  
advice@stratfordadvicearcade.org.uk

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 111 Service, available 24 hours a day.

Call 111 or visit <http://www.nhs.uk/>



Unit F63 Waterfront Studios  
1 Dock Road  
London  
E16 1AH  
0208 616 2700

[info@mychemistonline.co.uk](mailto:info@mychemistonline.co.uk)

[www.mychemistonline.co.uk](http://www.mychemistonline.co.uk)

### OPENING HOURS

Monday - Friday 9am – 5pm

Saturday/Sunday Closed

### Your Superintendent Pharmacist:

Jomir Hussain