

As your local community pharmacy, we can offer a wide range of services and facilities for you and your family.

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 fill all prescriptions promptly.

Repeat Dispensing and Delivery Service

We can dispense NHS repeat dispensing prescriptions issued by your doctor. Ask us for more information about this service. Contact 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

We have a medication return service where we can arrange for unwanted medication to be collected from you and safely returned to us for disposal.

NHS Health Advice and Self-care

Our 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.

Signposting

We can direct you to providers of 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.

Promotion of Healthy Lifestyles

We can provide advice on how to make your lifestyle healthier and seek to identify ways that can assist you to achieve a healthier living. We also take part in Public Health Campaigns.

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.

Our 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:

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 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 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.

To make a complaint to NHS England, the contact details are available in this leaflet.

Disabled Customers

Access for disabled customers is available via assistance from our pharmacy staff.

Threats of violence or abuse to 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 reserve the right to refuse services to



Providing NHS services

individuals who act in a violent, threatening or aggressive manner.

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 Call 111 Information can also be accessed at www.nhs.uk/nhsdirect

COVID-19

Could we please ask that you wear a face covering when you enter the pharmacy. There is also a 2 metre distance if possible to reduce the number of people you have contact with and where possible please use contactless rather than cash.

Please treat our pharmacy staff in a way that you would wish to be treated yourself.

This pharmacy is owned by:

Wise Pharmacies Ltd, 27 Aspinall Street, Rusholme, Manchester M14 5UD

WISE PHARMACY



7 Jensen Court
Astmoor Industrial Estate
Runcorn WA7 1SQ
Telephone: 01928 573 500
Fax: 01928 560 607
Email: pharmacy.fqh59@nhs.net

OPENING HOURS

Monday - Friday
09:00 am - 18:00 pm
Saturday-Sunday
Closed

Your Pharmacist: