

### **NHS 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. Call 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 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 your local pharmacy who can dispose of them safely. Within the local area, unwanted medicines can be returned to our delivery driver, who will promptly return them to our pharmacy for disposal.

### **NHS Health Advice & Self-Care**

The pharmacist is available for advice on all medicines and minor ailments, over the phone.

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 Medicines 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.

We provide these NHS services on behalf of:

**NHS England (BOLTON)**

**St. Peters House**

**Silverwell Street**

**Bolton**

**Lancs**

**BL1 1PP**

**Tel: 01204462000**

### **Other Services we provide:**

#### **Repeat Prescription Collection Service**

We offer a repeat prescription collection service from local surgeries. We also accept posted prescriptions from surgeries and patients further afield. Please call for details.

#### **Private Prescription Dispensing**

We dispense private prescriptions issued by your Doctor, Dentist and Veterinary Surgeon. We offer competitive pricing on all private prescription medication.

#### **Medicines Sales**

We keep a wide range of over the counter medicines and also vitamins and mineral supplements (Only Via Our Website).

#### **Holiday Healthcare**

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

#### **In addition:**

Surgical supplies inc. ostomy, incontinence and dressings.

Measure & supply hosiery and trusses (Bolton area only).

## Comments, Suggestions, Complaints and Compliments

Our aim is to provide 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 call 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 will give you further information.

You may also seek advice from the NHS England Contact Centre. The NHS England Contact Centre is the first point of contact, they might be able to resolve your concerns informally or they can tell you more about the complaints procedure and independent complaints advocacy services.

### NHS England Contact Centre

Tel: 0300 311 22 33

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

<http://www.england.nhs.uk/contact-us/>

NHS England, PO Box 16738h, Redditch. B97 9PT

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

### ICAS

The Gateway Conference

Centre 71 London Road

Liverpool

L3 8HY

Tel: 0300 456 8350

## Disabled Customers

In accordance with the Disability Discrimination Act (DDA) we aim to offer support to those who are in need. Where required we can provide:

Medication in easy open bottles or in weekly medication packs.

Compliance reminder sheets.

Our staffs 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 the pharmacy office is closed, for any health problem, advice and details of other health services, contact NHS Direct, 24 hours a day.

Call 0845 4647 or visit

[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

We are members of the National Pharmacy Association (NPA).

Overall our aim is to provide a professional reliable service to all our customers.

Once you decide to use our service, we want you to stay with us!

**UK Pharmacy**  
[www.ukpharmacylive.com](http://www.ukpharmacylive.com)



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# Pharmacy

**150 Deane Road  
Bolton, Manchester.  
BL3 5DL.**

**Tel. 01204 415646**  
**ukpharmacylive.bolton@nhs.net**

### Office Hours:

**Mon - Fri 9am to 5pm.**

**Closed: Weekends & Bank Holidays**

Providing  
NHS Services

