

## 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 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 return all unwanted medicines to your local community pharmacy, where they will dispose of them safely. You may also contact us on 0207 867 3932 for further information.

### Health advice and self-care

Our pharmacist and trained assistants are available to provide advice on all medicines and minor ailments, by telephone or email. 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 meet Healthy Living Pharmacy standards and have a dedicated health promotion zone located within our store where you can get information on local public

health issues. You can also talk to our health champion who can give you advice on how to improve your health and wellbeing. We can also direct you to other sources of advice and assistance if we cannot help you ourselves.

### New Medicine Service

When you are prescribed a medicine to treat one of a range of 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 about one or 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. This service is only available for certain medicines; our pharmacist will give you details and offer this free NHS service, if this is available to you.

### Patient records

We keep records of all your prescriptions dispensed by us, as well as records of other services we provide to you. Our pharmacy professionals also consult records to support your care, such as NHS summary care records or local shared care records. Our use of records 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

### Other services we provide:

#### Prescription collection and delivery service

We offer a (free) prescription collection service from selected local GPs, and we can also deliver prescriptions to your home (for free if applicable). Ask us for more information.

#### 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.

#### 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 help.

#### Questions, comments, suggestions and complaints

If you would like more information about any of the services we provide, please ask a member of staff or telephone the number on the front of this leaflet. Our aim is to give the highest possible standard of service. Please tell us what you think about the service we provide at this pharmacy and any ways in which you think we can improve our services to you.

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 will give you further information about this.

### **Access for people with disabilities**

As we are a Distance Selling Pharmacy we can only be accessed via the website, email or phone. We are able to offer all our services to disabled customers from your own home.

### **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:**

Varioline Health LTD  
Company Registration Number: 1086208  
46 Woodgrange Road  
London E7 0QH



46 Woodgrange Road,  
London, E7 0QH, UK

Telephone 0207 867 3932

Email: [help@clickpharmacy.co.uk](mailto:help@clickpharmacy.co.uk)

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

### **Opening hours**

Monday - Friday 9am – 5pm

**As a distance selling pharmacy, we can offer a wide range of services for you and your family. This leaflet provides information about our services.**