



The following information constitutes the Practice Information Leaflet for Frodsham Pharmacy.

### **OPENING HOURS**

Monday – Friday: 8.30AM – 6PM  
Saturday and Sunday – closed  
We do not close for lunch.

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

### **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 a wide range of fast and an efficient wholesaler service to enable us to fill all prescriptions promptly.

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

**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 dispensers 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. **We offer face to face, telephone or video(online) consultations.**

**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 interactions 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.

### **We provide these NHS services on behalf of:**

NHS Cheshire and Merseyside Integrated Care Board  
No 1 Lakeside, 920 Centre Park, Warrington WA1 1QY  
E-mail: [enquiries@cheshireandmerseyside.nhs.uk](mailto:enquiries@cheshireandmerseyside.nhs.uk)

**Repeat Prescription Management Service** If your surgery allows this service we offer a repeat prescription management service from local surgeries. Please ask for details.

**Medicines Sales**-We keep a range of over the counter medicines and also vitamins and mineral supplements.

**Pharmacy First**-We are able to offer prescription only medicines for a range of conditions including antibiotics without the need to see your Doctor

**Hospital Discharge Service**-We offer a service to ensure compliant and accurate support of medicines being discharged from hospital

**Emergency Supplies**-If you need one of your regular medicines in a genuine emergency when you are unable to contact your doctor, we may be able to help.

### **Additional Services**

Promotion of Healthy Lifestyles  
Sign-Posting Service  
Support for People with Disabilities  
Ostomy & Incontinence Supplies  
Vaccination Services  
Hosiery  
Home Delivery  
Languages Spoken English

### **Other Services**

- Prescribing services-our pharmacist is also an independent prescriber
- Blood testing services
- Ear Wax Removal
- Travel clinics
- Private Clinics-Skincare, Sexual Health, Weight Management, Vaccinations

### **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 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

### **Disabled Customers**

Disabled access the through side door.

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

The NHS Direct telephone service. Call 0845 4647.

You may also contact the out of hours doctor service by contacting your local surgery. Their ansafone service will give you the number for the out of hours service.

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