



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.

Our staff can also 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

Our pharmacist and trained assistants are available to provide 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.

Discharge Medicines Service

In hospital, the medicines you take may be changed, or new medicines prescribed. With your consent, we may be informed of these changes so that we can provide advice and support to you with the medicines you will be taking after your visit to hospital. We can also liaise with the hospital and your doctor, if this is necessary. Ask us for more information about this service.

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. Our pharmacist will give you details and offer this free NHS service, if this is available to you.

Care Home Support

Residents and staff within the care home are provided advice and support to ensure the proper and effective ordering, safe storage, supply and administration of medication and the required record keeping

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, PO Box 16738, Redditch, B97 9PT

Other services we provide:

Home Delivery Service

We provide specialist services throughout the UK. We provide low protein products and protein substitute to patients suffering with Phenylketonuria.

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.

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

The Pharmacy has access arrangements for disabled customers. Please ask a member of staff for further details

Want to speak in private?

We have a consultation room available if you'd like to discuss something in private. Just ask a member of staff to speak in private.

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.

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:

DialaChemist Ltd,
6th Floor, One London Wall
London
EC2Y 5EB
Tel: 01254 356799

Providing NHS Services



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Clayton le Moors
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BB5 5JB**

**Telephone 01254 356799
info@dialachemist.com
www.dialachemist.co.uk**

Opening hours

**Monday - Friday 9am – 5pm
Saturday Closed
Sunday Closed**

We are a distance selling pharmacy and can offer a wide range of services for you and your family. This leaflet provides information about our services.