

## 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/Complaints Manager] will give you further information.

However if you are not satisfied you can contact:

### NHS England

PO Box 16738

Redditch

B97 9PT

Telephone: 0300 311 22

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

### Disabled Customers

We have disabled access to our pharmacy.

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.

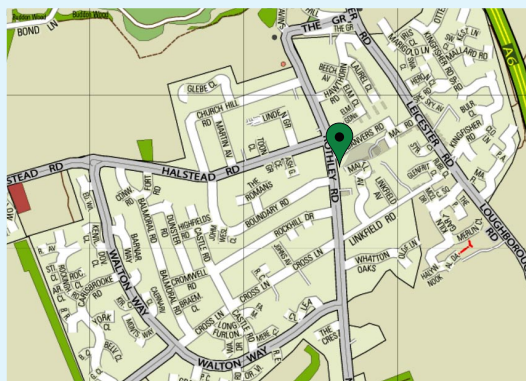
### When we are closed...

When this pharmacy is closed, for any health problem advice and details of other health services, contact NHS Direct, 24 hours a day. Call 0845 4647 or visit [www.nhs.uk/nhsdirect](http://www.nhs.uk/nhsdirect)

Offering our **free** prescription service where we will **order** your prescription, **dispense** your prescription and **deliver** your medicine, so you don't have to worry, for everyone in the local communities of Mountsorrel and Rothley.

We **pick up** prescriptions on a daily basis from:

- Alpine House Surgery
- Charnwood Surgery
- The Banks Surgery (Sileby)
- Highgate Medical Centre (Sileby)
- Quorn Medical Centre
- Barrow Health Centre
- Greengate Medical Centre
- Birstall Medical Centre



 **mountsorrel**  
**PHARMACY**



**99 Rothley Road, Mountsorrel**  
**Loughborough LE12 7JT**

**Tel: 01162 302147**

### Opening Times:

Monday-Friday 08.30-13.00 14.00-18.30  
closed Saturday & Sunday

To learn more about Mountsorrel Pharmacy, visit  
[www.chalicepharmacies.co.uk](http://www.chalicepharmacies.co.uk)

For **latest news and special offers**,  
follow us on facebook:

**[www.facebook.com/mountsorrelpharmacy](https://www.facebook.com/mountsorrelpharmacy)**

We are a part of  **chalice**  
**PHARMACIES**

Providing NHS Services



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

### **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. Ask 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**

Please return all unwanted medicines to the pharmacy where we will dispose of them safely.

### **NHS Health Advice and Self-care**

The 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.

### **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 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.

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.

### **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:**

Leicestershire and Lincolnshire Area Team  
Fosse House  
6 Smith Way  
Grove Park  
Enderby  
Leicester  
Leicestershire  
LE19 1SX  
Tel: 0116 295 7500

### **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 wide 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.