

As an online 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 and deliver your medications free of charge. Ask us for more information about this service.



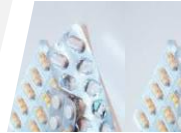
Medicine Containers

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.



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 provide the above NHS services on behalf of:

NHS England South Central,
Jubilee House, 5510 John Smiths Drive,
Oxford Business Park South,
Cowley Road,
Oxford
OX4 2LH



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.



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 further details.



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NHS England South Central
Jubilee House, 5510 John Smiths Drive,
Oxford Business Park South,
Cowley Road,
Oxford
OX4 2LH

OTHER SERVICES WE PROVIDE

Repeat Prescription Delivery Service

We offer repeat prescription service where we deliver your medication to your door free of charge. Please contact us for further details.



Medicine Sales

We keep a solid range of over the products and medicines which are available in the Online Shop section on our website

Holiday Healthcare

Our pharmacists are always happy to offer advice on medical requirements for travellers, including anti-malaria treatments.



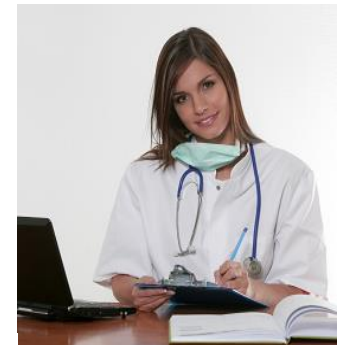
Emergency supplies

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.



ONLINE PRIVATE DOCTOR SERVICES: Here are some of the services we provide

- Acne
- Anti-malaria
- Asthma
- Contraceptive pill
- Eczema
- Erectile Dysfunction
- Hair loss



- Heartburn
- Migraine
- Pain relief
- Period delay
- Quit smoking
- STI clinic
- Weight loss



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.

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.

Patient records

We keep records of all your prescriptions dispensed by us as well as records of other services we provide to you. 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 on confidentiality. If you wish to discuss the records we keep please call or write to us.

Patient Records

We provide these services on behalf of:

NHS England, PO Box 16738, Redditch, B97 9PT.
E-mail: england.contactus@nhs.net



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 the NHS on 111. Information can also be accessed at www.nhs.uk.



VIOLENT AND ABUSIVE CUSTOMERS

We do not serve customers who use threatening words or behaviour towards any of our staff.



DELIVERY

We despatch all of our prescription medications by 1st class Royal Mail free of charge.



Unit 1, Riverside Business Centre, Victoria Street, High Wycombe, Buckinghamshire, HP11 2LT. UK.

Telephone: 0333 6000 343

E-mail: customerservices@nwpuk.com

- WE ARE OPEN -

Monday – Friday: 8:45am – 5:45pm

Saturday's, Sunday's & public holidays: - Closed

- YOUR PHARMACIST'S ARE -

Anjolie Kawol (Superintendent)

Shital Patel

Why use NationWide Pharmacies?

- ✓ **FREE** online diagnostic service
- ✓ **FREE** private prescriptions
- ✓ **FREE** delivery
- ✓ CQC approved & MHRA registered
- ✓ Genuine products
- ✓ Excellent Trust Pilot rating

Regulated by



Providing NHS Services

