

**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. You can choose how you want your prescription to be handled. You can either arrange for us to collect your prescription from your GP practice, or you can collect it yourself.

### **Repeat Dispensing**

If you are a suitable candidate for this service your GP will be able to send enough prescriptions to cover up to 12 months of treatment. You are still required to visit the pharmacy for each supply, however you will avoid the need to ask your GP for a new prescription every month. You can of course visit your GP any time you feel unwell as normal.

### **NHS Unwanted Medicines service**

Please return all unwanted medicines to the pharmacy where we will dispose of them safely. We regret that unwanted medication from nursing homes cannot be accepted.

### **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, how to stop smoking or advice on healthy eating. 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 medications 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.

### **Summary Care Records (SCR)**

Your SCR is a copy of information from your GP practice. It provides authorised healthcare staff with faster and more secure access to essential information about you when you need urgent care or when your GP practice is closed. Availability of SCR will improve the safety and quality of your care. Please ask any member of staff for more information.

### **Want a quiet word?**

We have a consultation area available if you would like to discuss something in private.

**We provide the above NHS services on behalf of:**

**Manchester CCGs  
Parkway 3  
Parkway Business Centre  
Princess Road  
Manchester  
M14 7LU  
Tel: 0161 765 4000**

### **Other Services we provide:**

#### **Minor Ailments Scheme**

The pharmacist can provide you with expert self-care advice and over the counter treatments for a range of common illnesses and ailments, from hay fever to head lice. We advise you to see the pharmacist before you visit your GP for a minor ailment.

#### **Flu Vaccinations**

Our pharmacist is able to provide flu vaccinations for free to people aged 18 years and older who are eligible. If you are aged over 65, pregnant, have a long term medical condition, immunocompromised or a carer, please enquire about your free NHS flu vaccine.

#### **Sexual Health**

Pregnancy tests and emergency hormonal contraception are available at the pharmacy.

#### **Travel Health**

We can provide you with a comprehensive service when you are planning foreign travel, including antimalarial treatment, advice on travel vaccination and skin protection.

## Health Screening

We provide blood pressure monitoring, cholesterol screening and diabetes screening.

## Signposting

If you are looking for help in the health or social service sector, we can provide a list of departments that should be able to help. We also have a list of local and national organisations who are on hand to help you.

## Confidentiality

This pharmacy complies with the Data Protection Act and the NHS Caldicott code of confidentiality. If you want to discuss the records we keep, please ask to speak to the pharmacist.

## Comments, Suggestions, Compliments and Complaints

We welcome any general comments about the services we provide and any suggestions of how we can improve these for you.

We operate a complaints procedure as part of the NHS system for dealing with complaints, which meets national criteria. Please ask our pharmacist if you require further information.

You may also seek advice from the local Patient Advice and Liaison Service (PALS).

**Manchester PALS:**

**Tel: 0161 219 9451**

**Email: [sue.curzon@manchester.nhs.uk](mailto:sue.curzon@manchester.nhs.uk)**

An independent complaints advocacy service (ICAS) is available to provide advice and support for people who wish to complain about the NHS.

**North West ICAS Tel: 0845 120 3735**

## Aggressive or Violent Customers

Our staff will 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.

## Access

We ensure easy access for all our patients, including wheelchair access. However, if you have any problems getting to our premises or while you are in the pharmacy, please do not hesitate to contact a member of staff or call us on: 0161 301 5896.

## When we are closed

When our pharmacy is closed, you can contact NHS England for advice on any health problem and details of other health services. They are available 24 hours a day, call 111 or visit [www.england.nhs.uk](http://www.england.nhs.uk).

### Collection Delivery Service

This pharmacy operates a prescription collection and delivery service from our local surgeries straight to your door.

**For further details please ask any member of staff in store or contact us on: 0161 301 5896**



# Pharmaco Chemists



**84-90 Stanley Street  
Higher Openshaw  
Manchester  
M11 1LE**

**Tel: 0161 301 5896**

**Fax: 0161 301 5897**

Email: [openshaw@pharmacochemists.com](mailto:openshaw@pharmacochemists.com)

Website: [www.pharmacochemists.co.uk](http://www.pharmacochemists.co.uk)

## OPENING HOURS

Monday - Friday: 9am - 6pm

Saturday: 9.30am - 12.30pm

## Your Pharmacist:

Mr Kantilal Agravat

*Regional winner of the 2016 'I Love My Pharmacist' award recognised by the Royal Pharmaceutical Society.*

Providing NHS Services

