

# Our pharmacy

## NHS services we provide

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 a fast and 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.

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 staff can advise you on safe storage of medicines.

Delivery is provided free of charge to a UK address of your choice.

## Unwanted medicines

Please contact us to arrange collection of unwanted medicines to the pharmacy where we will dispose of them safely. Alternatively, you can take them to a local pharmacy. Do not dispose of them via household waste or down the toilet.

## Health advice and self-care

Our pharmacists and trained assistants are available to provide advice on all medicines and minor ailments. 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.

## 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 want to discuss the records we keep, please contact us.

We provide the above NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT  
**england.contactus@nhs.net**

## Questions, comments, suggestions and complaints

If you would like more information about any of the services we provide, please contact us.

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 and any suggestions of ways in which we can improve our services to you. If you have any comments, suggestions or complaints, please contact us.

We operate a complaints procedure as part of the NHS system for dealing with complaints. Our system meets national criteria. Our pharmacists will give you further information about this.

## Accessing the pharmacy

Due to NHS rules, members of the public or customers are not permitted to visit this pharmacy. Therefore, all services are provided remotely, and prescriptions fulfilled by postal or courier delivery.

## Support for those with disabilities

Please contact us if you have a disability which means we may need to change the way we provide pharmacy services to you. We will make any reasonable adjustments.

## 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](http://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 those who abuse our staff verbally or electronically, threaten violence, or who commit or threaten to commit a criminal offence.

## This pharmacy is owned by

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Please contact the pharmacy directly if you have any questions, comments, suggestions or complaints, as we cannot handle these at our Head Office in Runcorn.