

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. 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 speak to a member of our 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

We are a distance selling/ Internet pharmacy therefore we deliver your medicines directly to your door, without the need to access the pharmacy in person. We will make any suitable and reasonable adjustments for disabled customers, to ensure all our customers and patients are cared for appropriately.

Want to speak in private?

We have a various options available if you'd like to discuss something in private. Simply ask a member of staff to arrange a private consultation over the phone.

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 Direct 24 hours a day, by calling 111.

Information can also be accessed at www.nhs.uk/nhsdirect

Threats of violence or abuse of our staff

Our staff works 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: Pharmadrug Healthcare Ltd, 99A Leeds Road, Nelson, Lancashire BB9 9UA, Contact Number 01282 449942.


Providing NHS services



99A Leeds Road Nelson Lancashire BB9 9UA

Contact Number: 01282 449942

Email Address: info@pharmadrugdirect.com


Website: www.pharmdrugdirect.com

Pharmacy Opening Hours:

MONDAY - FRIDAY: 9:00AM - 17:00PM | WEEKENDS & BANK CLOSED

Your Pharmacist: Mr Zeeshan Amjad Butt (Superintendent Pharmacist)

We are an Internet pharmacy and we can offer a wide range of services for you and your loved ones. This leaflet provides information about our services. For further information please contact 01282 449942

We are members of:  NUMARK
Your local community pharmacy



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 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. We offer our services nationally.

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.

Medicines Use Review service: 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 condition. This confidential NHS service will help you to find out about your medicines, identify any problems you may be having with them and help you to take your medicines to best effect.

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. Our 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 encountered. 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 you qualify for this service.

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 speak to a member of our staff.

Other services we provide

Prescription collection and delivery service: We offer a free prescription collection service from selected local general practices and we can also deliver prescriptions to your home. Ask us for more information about this service.

Medicines sales: We keep a wide range of over the counter medicines and related products. Our staff members can help you to select the most appropriate products for your needs.

Holiday healthcare: We can advise on medical requirements for travellers, including anti-malaria medicines.

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. This can only be done in genuine emergencies and it may incur a charge.

We provide the above NHS services on behalf of:

NHS England, PO Box 16738, Redditch, B97 9PT England.contactus@nhs.net