

As a pharmacy, we can offer a wide range of services and facilities for you and your establishment.

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 service to enable us to fill all prescriptions promptly.

Repeat Dispensing

We can dispense NHS repeat dispensing prescriptions issued by a doctor. Ask us for more information about this service.

Medicine Containers

All medicines are dispensed in child resistant containers unless you request otherwise. 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 using our free return service, where we will dispose of them safely. We are unable to offer this service for independent hospitals or registered Care Homes with Nursing.

NHS Health Advice and Self-care

The pharmacist and our trained assistants are available for advice on all medicines and minor ailments, in private should you wish so. We can direct you to other sources of advice and assistance if we cannot help you ourselves.

Patient Medication Records

Our computer allows us to keep records of all prescriptions dispensed by us. This helps us check for possible problems, such as reactions between medicines and will help us deal with any queries that arise.

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.

We provide NHS services on behalf of:

*NHS Cheshire and Merseyside
No 1 Lakeside
920 Centre Park
Warrington
WA1 1QY*

NHS Medicines Use Review

This service involves a confidential consultation with the pharmacist so that we can establish your current use of your medicines as well as your understanding of them to resolve any problems you may be having and help you get the most from your medicines.

Other services we provide

We offer a wide range of training courses to suit bespoke needs. We also offer other services such as Pharmacy inspection and audits, as well as clinical policy review.

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.

Comments, 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 management team can provide you with further information upon request.

If you are unhappy with the service you received at our pharmacy, speak or write to our pharmacist or the management team at Speeds Healthcare. If you feel too uncomfortable to complain to us directly you can make a complaint to NHS Cheshire and Merseyside

enquiries@cheshireandmerseyside.nhs.uk

Please see our complaints procedure for more information

For visiting customers with disabilities, we provide:

- Wheelchair access
- Disabled toilet
- A quiet space to speak

Respect for our team

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.

What to do if we're closed...

When the pharmacy is closed, health advice and information, including details of other local health services, is available round the clock from NHS 111 service.

Further information on services available in your area can be found on the NHS Choices website, www.nhs.uk

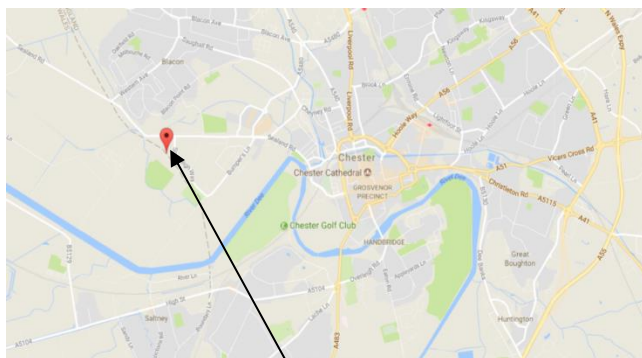


**when it's less
urgent than 999**

How to locate us

We are a distance-selling pharmacy located in Chester.

Please see the map below for our location:



**4 Minerva Court
Chester
CH1 4QT**

Telephone
01244 906 111

www.speedshealthcare.co.uk

OPENING HOURS

Monday – Friday	8.30am – 6pm
Saturday	8.30am – 12.30pm



Providing NHS services