



Providing NHS services



One Lakeside  
Chester Business Park  
Chester  
CH4 9QT

Telephone: 01244 906350  
[www.speedshealthcare.co.uk](http://www.speedshealthcare.co.uk)

Opening Hours  
Monday-Friday 8:30am-6pm  
Saturday 8:30am-12:30pm

**As your dedicated pharmacy, we can offer a wide range of services and facilities for you and your establishment, but you are not permitted to access the pharmacy premises in person.**

### 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 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 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. See the website or contact us on 01244 906350 for details.

### 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, GDPR and the NHS code of practice on confidentiality. If you want to discuss the records we keep, please contact the Data Protection Officer, Laurelle Wilkinson at [info@speedshealthcare.co.uk](mailto:info@speedshealthcare.co.uk).

We provide the above NHS services on behalf of:  
NHS Cheshire and Merseyside  
[enquiries@cheshireandmerseyside.nhs.uk](mailto:enquiries@cheshireandmerseyside.nhs.uk)

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

01270 275303

## Other Services we provide:

### Speeds Medical Supplies

We offer an extensive range of non-drug medical supplies that are available for sale or delivery to your company.

### Pharmacy Services

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 contact the team on 01244 906350.

### 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 Head of Operations will give you further information on request.

You may also seek advice from the local Patient Advice and Liaison Service (PALS). PALS are not part of the complaint's 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 Advice & Liaison Service

Cheshire and Merseyside PALS  
Telephone: 0800 132 996  
Email: [enquiries@cheshireandmerseyside.nhs.uk](mailto:enquiries@cheshireandmerseyside.nhs.uk)  
Address: Patient Experience Team NHS  
Cheshire and Merseyside  
No 1 Lakeside  
920 Centre Park Square Warrington  
WA1 1QY

### 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.

## When we are closed...

The pharmacy is open 8:30am-6pm Monday to Friday and Saturday 8:30am-12:30pm. When this pharmacy is closed, if you urgently need medical help or advice, and 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)

Superintendent Pharmacist:  
Laurelle Wilkinson  
GPhC Registration No. 2080504

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