

## 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. Please tell us what you think about the service we provide at this pharmacy and any ways in which you think we can improve our services to you. If you have any comments, suggestions or complaints, please speak to a member of 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 do all we can to help our disabled customers - any way we can help we will do. For more information, please contact us

## When we are closed

Our website is always open, however if you are unable to find the information you are looking for, or our call centre is closed, please visit <https://www.nhs.uk/>. You will also be able to find details of other local health services available here.

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 <https://111.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 individuals or those accompanying those individuals who are violent, threaten violence, commit or threaten to commit a criminal offence.



Providing NHS services



18 Oxleasow Road  
East Moons Moat  
Redditch  
B98 0RE

Telephone: 0808 156 1686

Email address: [pharmacy.fg200@nhs.net](mailto:pharmacy.fg200@nhs.net)

[www.chemist.net](http://www.chemist.net)

## Opening hours

Monday - Friday 9am – 5.30pm

## This pharmacy is owned by

Norchem Healthcare Ltd  
18 Oxleasow Road  
Redditch  
B98 0RE

**As your Internet Pharmacy, Chemist.net can offer a wide range of services for you and your family. This leaflet provides information about our services.**

## NHS services we provide

### **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 efficient wholesaler service to enable us to fill all prescriptions promptly.

### **Repeat Dispensing**

We can dispense NHS repeat dispensing prescriptions issued by our doctor. For more information about this service, please call or email us.

### **Medicine Containers**

All medicines are dispensed in child resistant containers unless you request us not to. Please remember to keep all medicines out of reach and sight of children. Our pharmacist can advise you on safe storage of medicines.

### **Unwanted Medicines**

Please return all unwanted medicines to the pharmacy where we will dispose of them safely. For more information on how to return your medicines, please contact us.

### **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 advice on how to stop smoking, or healthy diets. We also have information available on our website [www.chemist.net](http://www.chemist.net) and can direct you to other sources for advice and assistance if we cannot help you ourselves.

### **Patient Medication Records**

We keep records of all your prescriptions dispensed by us, as well as records of other services we provide to you. Our pharmacy professionals also consult records to support your care, such as NHS summary care records or local shared care records. Our use of records 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 staff.

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

NHS England, PO Box 16738, Redditch, B97 9PT [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

## Other services we provide

### **Medicine Sales**

We stock a wide range of over the counter medicines, vitamin and mineral supplements, beauty supplements and much more. Please visit [www.chemist.net](http://www.chemist.net) or call us for more information.

### **Holiday Healthcare**

We can advise on medical requirements for travellers, including anti-malaria treatments. We also stock a range of sun care creams, bite and sting relief creams, flight socks and over the counter travel sickness remedies.

### **Private Prescriptions**

We can dispense private prescriptions as prescribed by your doctor. Please visit <http://www.chemist.net/privateprescription> for details on prices and how to order.

### **Veterinary Prescriptions**

We can dispense veterinary prescriptions as prescribed by your veterinary surgeon. For details on prices and how to order please visit <http://www.chemist.net/privateprescription>.

If you would like any more information about any of the services mentioned in this leaflet, please call us on free phone 0808 156 1686 or email [pharmacy.fg200@nhs.net](mailto:pharmacy.fg200@nhs.net)