

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

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 your doctor. Ask us for more information about this service.

Medicine Containers

All medicines are dispensed in child resistant containers unless you request us not to. Please remember: **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.

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 can direct you to other sources of advice and assistance if we cannot help you ourselves.

Medicines Use Reviews

You can make an appointment with our pharmacist to discuss how you are getting on with your regular medicines. It will allow you to learn more about your medicines and ask any questions you may have, and if you are having difficulties taking your medicines our pharmacist may be able to assist. Ask for more details on this service.

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 and the NHS code of practice on confidentiality.

We provide these NHS services on behalf of:

NHS Kirklees

Broad Lea House
Dyson Wood Way
Huddersfield
HD2 1GZ
Tel: 01484 464000

Other Services we provide:

Repeat Prescription Collection Service

We offer a repeat prescription collection service from selected local surgeries. Please ask for details.

Medicines Sales

We keep a wide range of over the counter medicines and also vitamins and mineral supplements.

Holiday Healthcare

We can advise on medical requirements for travellers, including anti-malaria treatments.

Emergency Supplies

If you need one of your regular medicines in an emergency when you are unable to contact your doctor, we may be able to help.

We must stress that this can only be done in genuine emergencies and it may incur a charge.

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, 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 Pharmacist will give you further information.

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

Kirklees Primary Care Trust
Broadlea House, Bradley Business Park Bradley,
Huddersfield
HD2 1GZ
Tel: 01484 464464
Email: pals@kirkleespct.nhs.uk

An independent complaints advocacy service (ICAS) is available to provide advice and support for people who wish to complain about the NHS.

Independent Complaints Advocacy Service Yorkshire & Humberside

Telephone: **0808 802 3000**

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...

When this pharmacy is closed, health advice and information, including details of other local health services, is available around the clock from NHS direct. You can use:

- NHS Direct online at www.nhsdirect.nhs.uk
- NHS Direct Interactive on digital satellite TV
- The NHS Direct telephone service. Call 0845 4647.



Suite 3, Railway House
Station Street, Meltham
Huddersfield
HD9 5NX

Freephone 0808 178 1607

OPENING HOURS

Monday-Friday 9am – 6pm
(Closed for Lunch 1pm – 2pm)

Your Pharmacist:
Jonathan Cole

This pharmacy is owned by:
medicines2home.com Limited
35 Westgate
Huddersfield
West Yorkshire
HD1 1PA