

**As your community pharmacy, we can offer a wide range of services and facilities for you and your family. We provide NHS essential services to all patients living in England.**

### **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 ask us not to.

Please remember: **keep all medicines out of the sight and reach of children.** Please contact our pharmacist who can advise you on safe storage of medicines.

### **NHS Unwanted Medicines service**

Please contact us to discuss the return of any unwanted medicines to the pharmacy where we will dispose of them safely.

### **NHS 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.

### **NHS Medicines Use Reviews**

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 illness. This confidential NHS service will help you to find out more about your medicines, identify any problems you may be having with them and help you to take your medicines to best effect.

### **NHS 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.

The pharmacist will talk to you approximately 1-2 weeks after you first receive the medicine to see how you are getting on with it and to discuss any problems you may have. A second follow-up will be 4-5 weeks 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 this is available to you.

### **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. If you want to discuss the records we keep, please ask to speak to the pharmacist.

### **Want a quiet word?**

We have a consultation area available if you'd like to discuss something in private.

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

NHS England  
Floor 4, 3 Piccadilly Place  
London Road, Manchester  
M1 3BN  
Tel: 0113 825 5278  
Email: AGM.optometry-pharmacy@nhs.net

### **Other Services we provide:**

#### **Repeat Prescription Collection Service**

We offer a repeat prescription collection service from all GP practices in England. Please ask for details.

#### **Medicines sales**

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

#### **Private Prescriptions**

We can dispense non-NHS prescriptions. Please ask for more information and for details of fee.

#### **Holiday healthcare**

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

#### **Flu Vaccination Service**

We offer a private service, and the NHS flu service for certain patient groups.

#### **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 & 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 see the 'Comments, Suggestions & Complaints' documents on our website or speak to the pharmacist.

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. Please see the 'Comments, Suggestions & Complaints' documents on our website or contact our pharmacist for 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):  
Manchester Royal Infirmary  
Trust Headquarters, Cobbett House  
Oxford Road, Manchester, M13 9WL  
Tel: 0161 276 8686  
Email: [pals@cmft.nhs.uk](mailto:pals@cmft.nhs.uk)

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

Trafford Centre for Independent Living (CIL)  
Marshall House  
2 Park Avenue  
Sale  
M33 6HE  
Tel: 0161 850 0645  
Email: [hello@traffordcil.co.uk](mailto:hello@traffordcil.co.uk)

### **Disabled Customers**

Compliance aids  
MAR charts  
Large font labels  
Easy open tops  
Please ask for more details if you require any more information or support.

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, for any health problem advice and details of other health services, contact the NHS 111 service, 24 hours a day, 365 days a year.

Call 111 or visit [www.nhs.uk](http://www.nhs.uk)



Caidan House Business Centre  
Canal Road, Timperley  
Altrincham, Cheshire  
WA14 1TD

Tel: 0161 302 7637

Fax: 0161 962 8061

Email: [info@highspeedpharmacy.co.uk](mailto:info@highspeedpharmacy.co.uk)

[www.highspeedpharmacy.co.uk](http://www.highspeedpharmacy.co.uk)

### **OPENING HOURS**

Monday-Friday: 7am-3pm

### **The Responsible Pharmacist is:**

Neil Murray (GPhC: 2069265)  
(Superintendent Pharmacist)

### **This pharmacy is owned by:**

High Speed Pharmacy Ltd  
Caidan House Business Centre  
Canal Road, Timperley  
Altrincham, Cheshire  
WA14 1TD



**Providing NHS services**