

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. We would like you to tell us what you think about the service we provide at this pharmacy and any suggestions of ways in which 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

As a Distance Selling Pharmacy, we can not offer any face to face services, but we are more than happy to help over the phone, email or via video link. Please contact us for further information.

Want to speak in private?

We have facilities available if you'd like to discuss something in private. Just ask a member of staff to speak in private.

When we are closed...

When the pharmacy is closed, 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 www.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.

This pharmacy is owned by:

Borg Pharma Ltd, Unit 1C Henley Business Park, Pirbright Road, Guildford, GU3 2DX

GlucorX Pharmacy Distance Selling Pharmacy

Unit 1C Henley Business Park, Pirbright
Road, Guildford, GU3 2DX
Telephone: 01483 755133

Pharmacy@glucorx.co.uk

Opening hours

Monday – Friday: 9am – 5pm
Saturday: Closed
Sunday: Closed

As a distance selling pharmacy there is no public access to the site. When the pharmacy is closed, 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 www.nhs.uk This leaflet provides information about our services.

NHS services we provide:

Dispensing prescriptions - We dispense and deliver NHS prescriptions for medicines and appliances (received by post, private collection service, Electronic Prescription service) nationwide with reasonable promptness and will give advice (both proactively and also at your request) on how to get the most benefit from your medicines. We keep a comprehensive stock of medicines and use several fast and efficient wholesaler/s service to enable us to dispense all prescriptions promptly. We aim to dispatch all acute and repeat prescriptions within 24 hours of receiving a valid prescription. Call us or Email for more information. We can also dispense NHS repeat dispensing prescriptions. Ask us for more information about this service. All medicines are dispensed in child resistant containers unless you ask us not to. Please remember **keep all medicines out of the reach and sight of children**. Our staff can advise you on safe storage of medicines.

Unwanted medicines - Please contact us to discuss how you can safely return your unwanted medication. As we cannot offer face to face services, we may need to refer you to another pharmacy so that you can return any unwanted medication.

Health advice and self-care - Our pharmacist and trained assistants are available to provide 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.

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.

Our pharmacist will talk to you approximately two 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 a month 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 records - We keep records of all your prescriptions dispensed by us as well as records of other services we provide to you. 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 on confidentiality. If you want to discuss the records we keep, please speak to a member of staff.

Prescription collection and delivery service - We offer a free prescription collection service from selected local general practices and we can also deliver prescriptions to your home. Ask us for more information about this service.

Public Health

From time to time you may receive a leaflet with your prescription items regarding a current public health message. The aim is to increase patient and public knowledge and understanding of key healthy lifestyles and these messages will hopefully empower our patients to take actions that will improve their health.

We provide the above NHS services on behalf of: NHS England, PO Box 16738, Redditch, B97 9PT england.contactus@nhs.net