

Medicine Drop, 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 and deliver to you as soon as possible.

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 reach and sight of children.** Our pharmacist can advise you on safe storage of medicines.

NHS Unwanted Medicines service

Please contact Medicine Drop if you have unwanted medicines, we will arrange them to be collected and we will dispose of them safely.

NHS Health Advice and Self-care

Our pharmacists and trained staff are available for advice on all medicines and minor ailments. We can also give you advice on how to live a healthy life, for example, advice on how to stop smoking or healthy diets

Understanding your medicines can be hard, we will help you 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. We can direct you to other sources of advice and assistance if we cannot help you ourselves.

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 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 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?

Please contact us by phone or on our website and we can talk to you privately if there is a matter that concerns you.

We provide the above NHS services on behalf of:

Derbyshire CCG

Cardinal Square
1st Floor, North point
10 Nottingham Road
Derby
DE1 3QT
01332888080

Other Services we provide:

Repeat Prescription Collection Service

We offer a repeat prescription collection service from GP practices. 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 NHS England complaints service. They can tell you more about the complaints procedure and the Derby citizens advice and Law centre.

The Derby citizens advice and Law centre is available to provide advice and support for people who wish to complain about the NHS. Please ask us for further contact details

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 NHS 111 by calling 111, available 24 hours a day.



Telephone 01332 869229
www.medicinedrop.co.uk

OPENING HOURS

Monday – Friday 9am – 5pm

Your Pharmacist:

Danny Johal

This pharmacy is owned by:

Healthcare & You Limited
The College, Uttoxeter New Rd, Derby
DE22 3WZ