

NHS services we provide:

Dispensing prescriptions

We dispense NHS prescriptions (paper and electronic) 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 dispense all prescriptions promptly.

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 return all unwanted medicines to any pharmacy where they will be disposed of safely.

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.

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.

We provide the above NHS services on behalf of:

North Midlands Primary Care Contracting Team, Southwell Road West, Mansfield NG21 0HJ

Other services we provide:

Prescription collection service

We offer a free prescription collection service from local GP surgeries and we can also deliver prescriptions to your home. Ask us for more information about this service.

Medicines sales

We keep a wide range of over the counter medicines and related products. Our staff members can help you to select the most appropriate products for your needs.

Holiday healthcare

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

Emergency supplies

If you need one of your regular prescribed medicines in an emergency, when you are unable to contact your doctor, we may be able to help, or we can re-direct you to another pharmacy. This can only be done in genuine emergencies and it may incur a charge.

Questions, comments, suggestions and complaints

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 want to make a complaint, you can choose to complain to either of the following:

The *Pharmacist Manger* at the pharmacy, or to *NHS England*

PO Box 16738
Redditch
B97 9PT

Email: england.contactus@nhs.net
Telephone: 0300 311 22 33

Want to speak in private?

We are able to talk to you over the telephone in private. Just tell a member of staff that you would like a private chat with the pharmacist.

PCT Healthcare Ltd

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:

PCT Healthcare Ltd.
11 Manchester Road,
Walkden, Manchester.
M28 3NS



Manor Pharmacy

Manor House
Merlin Way
Ilkeston
Derbyshire
DE7 4RA

Tel: 01158 961 950

Dispensary Opening Hours

Monday	09:00-17:30
Tuesday	09:00-17:30
Wednesday	09:00-17:30
Thursday	09:00-17:30
Friday	09:00-17:30
Saturday	Closed
Sunday	Closed

Email:

prescriptions@manorpharmacy.co.uk

Website:

www.manorpharmacy.co.uk

Providing NHS Services

