

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 our 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. 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
Block D, Ground Floor
Brunswick Square
Union Street
Oldham, OL1 1DE



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 at all times 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.



Your Pharmacist: **Mr. M. Waseem MRPharmS**

OPENING HOURS

Monday - Friday : 9.00 am till 1.00 pm & 2.00 pm till 6.00 pm

SEEMED INTERNET PHARMACY

Your Doorstep Pharmacy

Phone : 0161 626 5659

Fax : 0161 284 0123

info@webpharmacy.org.uk
www.webpharmacy.org.uk



32 Hardy Street - Oldham - OL4 1DU

NHS

Providing NHS Services

Dispensing

We dispense both NHS prescriptions and private prescriptions and will give advice on how to get the most benefit from your medicines. We keep a comprehensive stock of medicines to fill and deliver all prescriptions promptly.

Repeat Dispensing

We dispense NHS repeat prescriptions issued by your doctor. Ask us for more information about this service.

Medicine Containers

All medicines where appropriate 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

We will collect all unwanted medicines and dispose of them safely at the pharmacy. Please ask for details.

Health Advice and Self-care

The pharmacist and our trained assistants are available for advice on all medicines and minor ailments, via phone or e-mail. We can also provide advice on how to live a healthy life, for example, how to stop smoking, healthy diets, or support in caring for yourself and your family.

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

Medication Advice

You can speak 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:

Oldham Primary Care Trust
Ellen House
Waddington Street
Oldham OL9 6EE
Tel: 0161 622 6500

Other Services we provide:

Repeat Prescription Collection & Delivery Service

We offer a free repeat prescription collection and delivery service from local surgeries. We can also help you manage the ordering of your medication. Please ask for details.

Medicines Sales

We keep a 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 any of your regular medicines in an emergency and 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.

