

## 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 the pharmacy where we will dispose of them 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.

### Medicines Use Review service

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 condition. This

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

### 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.

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

NHS England, PO Box 16738, Redditch, B97 9PT  
Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

## Other services we provide:

### 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.

### Repeat Prescription Ordering Service

Where your surgery allows it, we can order your repeat prescription for you and either deliver it to your home or have it ready to collect from this Pharmacy. To order your repeat prescription, telephone us or simply drop your repeat slip into this Pharmacy.

### Online Repeat Prescription Ordering

If you have access to the internet, you can register for our repeat prescription ordering service at our website <http://www.mwhitfieldltd.co.uk>. The site will securely store your medications, issue reminders and keep you updated.

### Medicines sales

We keep a wide range of over the counter medicines and related products. Our staff 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 treatments.

### 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. This can only be done in genuine emergencies and it may incur a charge.

## Nebulisers

We stock nebulisers for people with asthma and other breathing problems. We can also advise you how to use a 'peak flow' meter to check your progress. We also service and repair nebulisers, and provide a free replacement while yours is with us.

## Disability Aids



Our Adapt-ABILITY showroom in Coxhoe contains one of the widest selections of aids for the handicapped and elderly in the area. If you cannot visit the showroom, we can obtain any item within one day, or have it delivered direct to your home.

We also service wheelchairs and scooters, and provide a free replacement while yours is with us.

## 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

Our entrance is step free, and the hydraulic door is operated by push buttons next to the door. The prescription reception counter has a hearing loop and a low level shelf for signing prescriptions for wheelchair users.

## Want to speak privately?

We have a consultation room available if you'd like to discuss something in confidence. 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](http://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.



# M. Whitfield Ltd Pharmacy



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



30 Fourth Street, Horden, Peterlee,  
Co. Durham, SR8 4LD  
Telephone 0191 586 4129

## Opening Hours

Mon - Fri: 9.00 - 12.30 | 13.30 - 17.30  
Sat: 9.00 - 12.30

## Your Pharmacists:

Mr. Martin Anderson  
Ms. Denise Wong  
Mr. Garry Forbes

## This pharmacy is owned by:

M. Whitfield Ltd.  
St. Aidan's Terrace  
Trimdon Station  
Co. Durham  
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01429 881 200

Providing NHS Services

