

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.

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

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.

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
Queen Elizabeth Hospital
Stadium Road
London
SE18 4QH
020 8836 4592
pals.qeht@nhs.net

An independent complaints advocacy service is also available to provide advice and support for people who wish to complain about the NHS.

Independent Complaints Advocacy Service
(POhWER North East London)
Unit F22, Waterfront Studios,
1 Dock Road
London E16 1AH
0845 337 3059
www.pohwer.net

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.

Access for people with disabilities

Wheelchair accessible for enhanced and advanced services.

Your Superintendent Pharmacist:

Nazneen Mannan

This pharmacy is owned by:

Instant Meds Healthcare Limited
2 Chaucer Road
Luton
LU3 1EL



Providing NHS services



Right Meds Pharmacy
2 Chaucer Road, Luton, LU1 1EL

www.rightmedspharmacy.co.uk

Email: info@rightmedspharmacy.co.uk

Phone: 01582 958841

Opening hours

Monday - Friday 9am – 6pm
Saturday Closed
Sunday Closed

As your local community pharmacy, we can offer a wide range of services for you and your family. This leaflet provides information about our services.