

## Dispensing

We dispense NHS and private prescriptions and will give advice on how to get the most benefit from your medicines. We keep a comprehensive stock of medicines and provide a fast and efficient service to enable us to fill all prescriptions promptly.

## Medicine Containers

All medicines are dispensed in child resistant containers unless you request us not to. Please remember to keep all medicines out of reach and sight of children. If you find opening containers difficult we can supply easy open devices.

Our pharmacist 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

The pharmacist and our trained assistants are available for 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 Reviews

You can make an appointment 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.

Please read our separate leaflet "Safeguarding your Information" for details of what records we keep and how we deal with confidential matters.

## Other Services we provide:

### Repeat Prescription Collection Service

Dean & Smedley can collect your prescription from your local doctor's surgery and have your medicines ready for you to collect. We can deliver your medicines to you if you are housebound or infirm. Please ask for details.

### Medicines Sales

We keep a wide range of over the counter medicines and also vitamins and mineral supplements. We also have a consultation room if you wish to speak to the pharmacist in private. In addition our counter staff are trained through accredited courses and can provide advice on common ailments and treatments. You may be asked some questions when they serve you to ensure you get the most suitable advice or product.

### Holiday Healthcare

We can advise on medical requirements for travellers, including anti-malaria treatments and provide holiday medicines and other travel essentials.

### 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.

## Aids for the Elderly and Disabled

Items to make life easier for the elderly and disabled are available from your local Dean & Smedley Family Pharmacy. If you would like a brochure, please ask.

## Other Products and Services

Ask at the counter for details of:

- Blood pressure meters
- Blood sugar monitoring equipment
- Emergency contraception
- Family planning
- First aid supplies
- Footcare
- Health foods, vitamins and supplements
- Hosiery
- Incontinence supplies
- Minor illness treatment
- Nebulisers
- Ostomy supplies
- Photography services
- Pregnancy testing
- Reading glasses
- Stop smoking aids
- Weight and height assessments

## 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 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 Liaison Service  
Derby City PCT  
Derwent Court  
1 Stuart Street  
Derby  
DE1 2FZ  
Email: [pals@derbycitypct.nhs.uk](mailto:pals@derbycitypct.nhs.uk)  
Tel: 08000 32 32 35 (freephone)

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

Carers Federation ICAS  
Unit 2.1  
Clarendon Business Park  
Clumber Ave  
Nottingham  
NG5 1AH

## Disabled Customers

Dean & Smedley Family Pharmacies have access for disabled customers. Ramps are available where needed in each branch upon request.

## Service

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 around the clock from NHS direct. You can use:

- NHS Direct online at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)
- NHS Direct Interactive on digital satellite TV
- The NHS Direct telephone service. Call 0845 4647

If you require a large print practice leaflet please ask a member of staff.

If you require an interpreter service please access [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk).

Our leaflet is also available on our website where there is a link to the Google translation tool.

## Head Office

Dean & Smedley Ltd  
65 Horninglow Road  
Burton-on-Trent  
Staffordshire  
DE14 2PP  
Telephone 01283 535255  
[www.deanandsmedley.com](http://www.deanandsmedley.com)

## Practice leaflet



73-75 Prince Charles Ave  
Mackworth  
Derby  
DE22 4BG  
Telephone 01332 345480

## Opening Hours

9-1, 2-6 Monday to Friday  
9-1, 2-5.30 Saturday

## We provide NHS services on behalf of:

Derby City PCT  
Derwent Court  
1 Stuart Street  
Derby  
DE1 2FZ  
Telephone 01332 224000

Providing NHS Services

