

# K's Chemist

**+ Prescription Collection Service +**

## Registration Form

Title:- Mr, Mrs, Miss, Ms, Other.....

First Name.....

Surname.....

Date of Birth.....

Address.....  
.....  
.....

Postcode.....

Telephone.....

Your Doctors Name.....

Surgery Address.....  
.....  
.....

Postcode.....

Telephone.....

### Please Tick

1) I hereby authorise K's Chemist to keep my repeat slip to order my repeat prescription on contract from myself or my representative; and collect either in person or by means of electronic transfer, my prescription from the surgery shown above on my behalf. I will inform K's Chemist if I wish to make any changes to this agreement.

2) I hereby authorise K's Chemist to collect, either in person or by means of electronic transfer, my prescription from the surgery shown above on my behalf. I will inform K's Chemist if I wish to make changes to this agreement.

Signed

Date

Data Protection Act 1998: K's Chemist will hold the information you provide on this form on computer and otherwise for administration purposes and for assessment and analysis to enable us to improve the services and products we offer. We may inform you (by mail, e-mail or otherwise) about carefully selected products and services including those of other relevant companies and organisations. We may also contact you for research purposes in relation to services offered by

## Advocacy Services:

St James's House  
Pendleton Way, Salford M6 5FW  
Tel: 0161 212 4800

An Independent Complaints Advocacy Service (ICAS) is available to provide advice and support for people who wish to complain about the NHS  
Tel: 0845 120 3735

## Disabled Customers

Access Arrangements  
Portable wooden ramp for wheel chairs  
A doorbell for staff attention  
Portable hearing loop

Our staff works hard to provide you with the best possible service. Please treat them with courtesy and respect. We reserve the right to refuse service to individuals who act in a violent, threatening or aggressive manner.

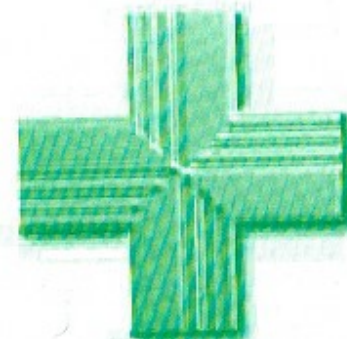
## When we are Closed

When this pharmacy is closed health advice and information, including details of other local services, is available around the clock from NHS direct. You can use:-

NHS Direct Online  
NHS Direct Interactive on digital TV  
NHS Direct by phone:- 0845 4647

## Notes

# K's Chemist



## Opening Hours:

Mon	9.00am - 6.00pm
Tue	9.00am - 6.00pm
Wed	9.00am - 6.00pm
Thur	9.00am - 6.00pm
Fri	9.00am - 6.00pm
Sat/Sun	Closed

Pharmacist: Peter Peparah M.R.Pharm.S

Address: 7 Mocha Parade, Lower Broughton,  
Salford. M7 1CE

Tel: **0161 832 9985**

Fax: **0161 832 4302**

Providing NHS Services **NHS**



This leaflet was designed and printed by:  
NHS Health Limited, The Elbow Close, 35 Ed Mal, Chichester, Lancashire PR7 2LA

**As your local community pharmacy we can offer a wide range of services and facilities for you and your family.**

### **Dispensing**

We dispense NHS prescriptions 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 efficient wholesaler service to enable us to fill all prescriptions promptly.

### **Repeat Dispensing**

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

### **Medicine Containers**

All medicines are dispensed in child resistant containers unless you request us not to. Please remember: **KEEP ALL MEDICINES OUT OF THE REACH AND SIGHT OF CHILDREN.**

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 & Self Care**

The pharmacist and our trained assistants are available for advice on all medicines and 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.

We wish to thank the sponsors who helped to produce this card, however the accuracy of any statements cannot be warranted nor the endorsement of any product or service advertised be guaranteed.

### **Medicine 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 NHS code of practice on confidentiality.

We provide these NHS services on behalf of

**Primary Care Trust Salford**

**2<sup>nd</sup> Floor, St. James House**

**Pendleton Way**

**Salford M6 5FW**

**Tel: 0161 212 4784**

**We will collect your repeat prescriptions from your doctors surgery and if required deliver to your door... totally free of charge**

**Please complete a registration form available from the pharmacy.**

### **Other services we provide:**

Repeat Prescription Collection Service  
We offer a repeat prescription collection service from selected local surgeries. Please ask for more details.

### **Medicine Sales**

We keep a wide range of over the counter medicines and also vitamins and mineral supplements.

### **Holiday Healthcare**

We can advise on medical requirements for travelers, including anti-malaria treatments

### **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 our services please ask a member of staff or telephone the number on the front of this leaflet.

### **Comments, Suggestions, Complaints & 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, complaints or compliments 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/Complaints manager will give you further information. You may also seek advice from the local Patient Advice 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.