

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 an 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 reach and sight of children.**

Our pharmacist can advise you on safe storage of medicines.

Unwanted Medicines

Please return all unwanted medicines to our delivery driver 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 via phone

or email. 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.

We provide these NHS services on behalf of:

Dorset PCT
Vespasian House
Bridport Road
Dorchester
DT1 1TF
01305 368900

Other Services we provide:

Repeat Prescription Collection Service

We offer a repeat prescription collection service from selected local surgeries. Please ask for details.

Medicines Sales

We offer a wide range of over the counter medicines and also vitamins and mineral supplements in-store and via our delivery service.

Holiday Healthcare

We can advise on medical requirements for travellers, 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 the services mentioned, please telephone the number on the front of this leaflet or email us.

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 tell us in-store, phone or email us, or contact us via our website form.

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/Complaints Manager 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
FREEPOST (BH171)
Dorchester
Dorset
DT2 9ZZ

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

ICAS C/O Poole CAB
54 Lagland Street
Poole
Dorset
BH15 1QG
0845 120 3782
icas@poolecab.co.uk

Disabled Customers

Various compliance aids are available to our disabled customers. Please ask for more details.

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: 0845 4647
www.nhsdirect.nhs.uk
- NHS Direct Interactive on digital satellite TV
- GP Out-of-hours 0845 600 1013

Verwood Pharmacy



Lake Road Surgery
Lake Road
Verwood
Dorset
BH31 6EH

Order your prescriptions via:

01202 828499

contact@pharmland.co.uk

www.pharmland.co.uk

OPENING HOURS

Mon and Sat 7am – 11pm
Tue to Fri 6:30am – 11:30pm

Your Pharmacist:

Ella Tsang MRPharmS

This pharmacy is owned by:

Pharmland Ltd
Lake Road Surgery
Lake Road, Verwood
Dorset, BH31 6EH

Providing NHS Services

