

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 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 branch manager will give you further information.

You may also seek advice from the local Patient Advice and Liaison Service (PALS) on 0116 2957011. PALS are not part of the complaints procedure itself, but they might be able to help you resolve your concerns informally or they can tell you more about the complaints procedure and independent complaints advocacy services.

An independent complaints advocacy service (ICAS) is available to provide advice and support for people who wish to complain about the NHS. East Midlands Independent Complaints Advocacy Service can be contacted on 0845 650 0088.

Our local PCT may also be contacted at the address stated in this leaflet.

Disabled Customers

Our branch is accessible for disabled customers.

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 the 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 at www.nhsdirect.nhs.uk
- NHS Direct Interactive on digital TV
- The NHS Direct telephone service on 0845 46 47
- You can also call your own GP surgery. When the surgery is closed you will be directed to the out of hours service who will advise you on the best course of action.



masons
chemists

63 North Street
Whitwick
Leicestershire
LE67 5HB
Tel: 01530 510971
Fax: 01530 814426

OPENING HOURS

Monday – Friday 8.45am – 6.00pm
Closed for lunch 1.00pm – 2.00pm
Saturday 9.00am – 1.00pm
Sunday CLOSED

Your Pharmacists are:

Fiona Gaskell MRPharmS
Seema Sedani MRPharmS
Christine Gaskell MRPharmS
Eileen Taylor MRPharmS

This pharmacy is owned by:

Mason & Son (Chemists) Ltd
63 North Street
Whitwick
Leicestershire
LE67 5HB

Providing NHS Services



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 reach and sight of children.** Our pharmacist can advise you on the safe storage of your 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.

We provide these NHS services on behalf of:

NHS Leicestershire County and Rutland PCT
Lakeside House
4 Smith House, Grove Park
Enderby, Leicestershire
LE19 1SS
Tel: 0116 295 7500

Other services we provide:

Repeat Prescription Collection Service - We offer a repeat prescription collection service from local surgeries. Please ask for 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 travellers, including anti-malaria treatments.

Consultation Rooms - This branch offers a private consultation room for you to discuss any of the services stated in this leaflet.

Monitored Dosage Systems - If you are inconvenienced by using blister packs and tablet bottles we can offer the choice of using a Monitored Dosage System. Please ask for further details.

Emergency Supplies - Our pharmacist will consider the supply of regular medicines in an emergency, when a prescription is not available. This is not an NHS service and a charge will be made.

Home Delivery Service - We are able to offer this service for the delivery of prescription medicines to the housebound.

Smoking Cessation – We offer free, structured support to smokers wanting to quit as part of the local NHS STOP smoking services. Ask one of advisers for details

Emergency Hormonal Contraception (Morning After Pill) - Our pharmacists are fully trained to offer Emergency Contraception.

Pregnancy Testing - Our pharmacists are fully trained to offer this service.

We also offer the supply of stoma products and all other appliances available on prescription, truss fitting and supply (by appointment only), measurement and supply of compression hosiery, supply of incontinence products and supply of gluten free foods.

If you would like any more information about any of the services mentioned above, please ask a member of staff or telephone us on the number stated on the front of this leaflet.