

At WellCare pharmacy, we can offer a wide range of services and facilities for you and your family.

Dispensing

We dispense both NHS and private prescriptions and will give advice on how to get the most benefit from your medicines.

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.**

Patients who may need assistance in managing and taking their medicines may benefit from using our 'compliance packaging'. We offer this as a **FREE** service.

Unwanted Medicines

We will collect all unwanted medicines and dispose of them safely at the pharmacy. Please phone us for details.

Health Advice and Self-care

The pharmacist and our trained assistants are available for advice on all medicines and minor ailments, via

phone or e-mail. 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 speak with our pharmacist to discuss how you are getting on with your regular medicines. It will allow you to learn more about your medicines with the aim of improving knowledge and compliance. Call our pharmacist for further information.

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:

Kirklees Primary Care Trust
St. Lukes House
Blackmoorfoot Road
Huddersfield
Tel: 01484 466172

Other Services we provide:

Repeat Prescription Collection and Delivery Service

We offer a **free** local Repeat Prescription collection and delivery service from surgeries. We can also help you manage the ordering of your medication. Please call us on **FREEPHONE 0800 9706 999** for further details.

Medicines Sales

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

Holiday Healthcare

We can advise on medical requirements for travellers, including sun protection, tummy upsets and should you be travelling further afield, advice on anti-malaria treatments and vaccines.

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.

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 one of our pharmacists.

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 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
Kirklees Primary Care Trust
St. Lukes House
Blackmoorfoot Road
Huddersfield
Tel: (01484) 466172

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

Independent Complaints Advocacy Service (ICAS)
Unit B1,
The Patrick Tobin Business Park
Bolton Road, Dearne Valley,
Manvers
Rotherham
S63 7JY

Disabled Customers

WellCare pharmacy is fully accessible to disabled patients.

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
- NHS Direct Interactive on digital satellite TV
- The NHS Direct telephone service. Call 0845 4647.

WellCare Pharmacy

Delivering Prescription Healthcare

Wellfield House
New Hey Road
Huddersfield
HD3 4AL

FREEPHONE:

0800 9706 999

Fax: 01484 543 153

OPENING HOURS

Monday-Friday 8.45am-6.45pm
Saturday 8.45am-11am
Sunday 4.45pm- 5.45pm

This pharmacy is owned by:

Loctech Pharmacia Ltd
Wellfield House
New Hey Road
Huddersfield
HD3 4AL

www.delivermymeds.co.uk
e-mail: info@delivermymeds.co.uk



Providing NHS Services

