## NHS services we provide:

### Dispensing prescriptions

We dispense NHS prescriptions (paper and electronic) and will give advice on how to get the most benefit from your medicines. We keep a comprehensive stock of medicines and use an efficient wholesaler service to enable us to dispense all prescriptions promptly. We can also dispense NHS repeat dispensing prescriptions. Ask us for more information about this service.

Our staff can also advise you on the 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

Our pharmacist and trained assistants are available to provide 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 meet Healthy Living Pharmacy standards and have a dedicated health promotion zone located within our store where you can get information on local public health issues. You can also talk to our health champion who can give you advice on how to improve your health and wellbeing. We can also direct you to other sources of advice and assistance if we cannot help you ourselves.

### Discharge Medicines Service

In the hospital, the medicines you take may be changed, or new medicines prescribed. With your consent, we may be informed of these changes so that we can provide advice and support to you with the medicines you will be taking after your visit to the hospital. We can also liaise with the hospital and your doctor if this is necessary. Ask us for more information about this service.

### New Medicine Service

When you are prescribed a medicine to treat one of a range of long-term conditions for the first time, the pharmacist will support you to use the medicine safely and to the best effect.

Our pharmacist will talk to you about one or two weeks after you first receive the medicine to see how you are getting on with it and to discuss any problems you may have. A second follow-up will be a month after you first receive the medicine. Our pharmacist will give you details and offer this free NHS service if this is available to you.

### Flu Vaccination Service

Each year we provide an NHS flu vaccination service to people aged 18 years and older who are eligible to receive a free vaccination. Ask us for more information about eligibility.

### NHS Blood Pressure checks service

High blood pressure, also called hypertension, is a condition that can be controlled to reduce your risk of heart attack, stroke, or other cardiovascular disease. We are offering free NHS blood pressure checks to people aged 40 and over with no appointment necessary. This involves a consultation with our pharmacist.

Following this, you may be invited to take home a monitor that measures your blood pressure as you go about your daily life. Depending on our readings, you may be referred to your GP. Ask us for more information about eligibility for this service.

### Patient records

We keep records of all your prescriptions dispensed by us, as well as records of other services we provide to you. Our pharmacy professionals also consult records to support your care, such as NHS summary care records or local shared care records. Our use of records 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 on confidentiality. If you want to discuss the records we keep, please speak to a member of staff.

### Additional Services due to COVID-19

We may provide additional NHS services as part of the NHS response to COVID-19. Please ask us for further information.

### We provide the above NHS services on behalf of:

Humber and North Yorkshire Health and Care Partnership, Health House, Grange Park Lane, Willerby, HU10 6DT

E: hnyicb.contactus@nhs.net

## Other services we provide:

### Prescription delivery service

We can deliver prescriptions to your home for free. Ask us for more information.

### Medicines sales

We keep a wide range of over-the-counter medicines and related products. Our staff members can help you to select the most appropriate products for your needs.

### Emergency supplies

If you need one of your regularly prescribed medicines in an emergency, when you are unable to contact your doctor, we may be able to help.

### Questions, comments, suggestions, and complaints

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

Our aim is to give the highest possible standard of service. Please tell us what you think about the service we provide at this pharmacy and any ways in which you think we can improve our services to you. 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 about this.

### Access for people with disabilities

We have adjusted our premise to improve access for disabled customers such as having automated wide doors with touch access, and a portable induction loop for people with hearing aids. We make reasonable adjustments to how we provide services so that everyone can access the healthcare they require.

### Want to speak in private?

We have a consultation room available if you'd like to discuss something in private. Just ask a member of staff to speak in private.

### When we are closed…

When the pharmacy is closed, if you urgently need medical help or advice, but it's not a life-threatening situation, contact NHS 111, by calling 111. Information can also be accessed at www.nhs.uk.

### Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve.

We may refuse to provide services to individuals or those accompanying those individuals who are violent, threaten violence, commit, or threaten to commit a criminal offence.

### This pharmacy is owned by:

El Chon Ltd
Unit 1
Princes Avenue, Hull, England, HU5 3QA

NHS
Providing NHS services

# Princes Pharmacy

**253 Anlaby Road**

**Hull.**

**HU3 2SE**

Telephone: 01482 211121

Email address: pharmacy.fvf30.net

### Opening hours

Monday - Friday 09:00-13:00, 14:00- 18:00
Saturday 09:00-13:00
Sunday CLOSED

**As your local community pharmacy, we can offer a wide range of services for you and your family. This leaflet provides information about our services.**

Providing NHS Services NHS