

As your local Mail Order/Online Pharmacy, we offer a wide range of services and facilities for you and your family.

Dispensing

We dispense NHS prescriptions and 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. Please note as a Mail Order and Internet Pharmacy, we are unable to dispense onsite while you wait.

Repeat Dispensing

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

Medicine Containers

All medicines are dispensed in child resistant containers unless you ask us not to.

Please remember: **keep all medicines out of the reach and sight of children.** Our pharmacist can advise you on the safe storage of medicines.

NHS Unwanted Medicines Service

Please return all unwanted medicines to the pharmacy where we will dispose of them safely. **Please do not discard as household waste.**

NHS Health Advice and Self Care

The pharmacist is available for advice on all medicines and minor ailments over the telephone, via email and at home (by appointment only).

We can also give you advice on how to live a healthy life - for example, advice on how to stop smoking or healthy eating. We can direct you to other sources of advice and assistance if we cannot help you ourselves.

NHS Medicines Use Reviews

This is a medicine check-up service, which is useful if you regularly take several prescription medicines or are on medicines for a long-term condition. This confidential NHS service will help you to find out more about your medicines, identify any problems you may be having with them and help you to take your medicines to best effect.

NHS New Medicine Service

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

The pharmacist will talk to you on receipt of the first prescription and then approximately two weeks later to see how you are getting on with it and to discuss any problems you may have. A further discussion will take place a month after you first receive the medicine. The service is only available to people using certain medicines - our pharmacist will give you details and offer this free NHS service if this is available to you.

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 interactions 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. If you want to discuss the records we keep, please ask to speak to the pharmacist.

We provide the above NHS services on behalf of:

Dudley CCG

Brierley Hill Health and Social Care Centre

Venture Way

Brierley Hill

West Midlands

DY5 1RU

Other Services we provide:

Repeat Prescription Collection Service

We offer a repeat prescription collection service and a free home delivery service from most GP practices. Please ask for further details.

Medicines sales

We keep a range of over the counter medicines, vitamins and minerals which you can purchase via our website at www.medsathome.co.uk or our health & beauty store (Meds at Home Healthcare, High Street, Brierley Hill).

Holiday Healthcare

We can advise on medical requirements for travellers, including anti-malaria treatments and holiday vaccinations.

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 standards 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 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.

PALS Department
Russells Hall Hospital
Dudley
West Midlands
DY1 2HQ

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

Birmingham and Black Country ICAS
iBIC, Holt Court South, Jennens Road
Birmingham Science Park
Birmingham, B4 7EJ

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, for any health problem advice and details of other health services **that are urgent but not life threatening in nature**, contact NHS 111, 24 hours a day. Call 111 or visit www.nhs.uk/nhsdirect.

For life threatening matters, please call 999.



Mail Order and Internet Pharmacy

The Wallows
Fens Pool Avenue
Brierley Hill
DY5 1QA
Telephone 01384 483599
www.medsathome.co.uk

OPENING HOURS

Monday - Friday 09:00 – 17:00

Saturday – Sunday CLOSED