

Disabled Access

There is a step at the front door if you are unable to come inside please knock on the window or door, our friendly staff are able to assist or serve you at the door.

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 services we provide at this pharmacy.

Opening Hours

Monday - Friday 8:30am-5:30pm
Pharmacist at lunch 1:30pm-2:30pm
Saturday 9:00am - 1:00pm

For details of Sunday, Public Holiday and Evening Rotas see notices in our window.

Out of Hours

When the pharmacy is closed, health advice and other information, including details of other local health services, is available round the clock from NHS Choices. You can:

-Go online at www.nhs.uk

-you can call 111 when you need medical help fast but it's not a 999 emergency



Legal

The Pharmacy complies with both **The Data Protection Act** and **The NHS Code on Confidentiality**. For further information please see leaflet "How we look after and safeguard information about you".

We reserve the right to refuse to provide services to individuals who act in a violent, threatening or aggressive manner.

For personal enquiries on our Prescription service and any other matters, you can call us on 01489 783064 or email at davidfogg@everettspharmacy.co.uk.

Our Head office address is:
Everetts Pharmacy (HO),
42 Bridge Road, Park Gate, Southampton,
Hampshire, SO31 7GF

An Independent advocacy service is available to provide you with support for you if you are making, or thinking of making, a complaint about your NHS care or treatment. You can find out more at www.nhscomplaintsadvocacy.org.

Your local office is at:
Freepost RTHH-KGST-ZRBC **Health-watch Hampshire**, Westgate Chambers,
Staple Gardens, Winchester, SO23 8SR
Tel: 01962 440 262

David Fogg **PHARMACY**+

Hedge End



Pharmacist Mrs Katy Rochester

1a Lower Northam Road
Hedge End, Southampton
SO30 4FN

Tel: 01489 783064

Email: davidfogg@everettspharmacy.co.uk
www.everettspharmacy.co.uk

Providing NHS Services



NHS Services Available



As your local community pharmacy, we can offer a wide range of services and facilities for you and your family. We provide NHS services on behalf of NHS England.

Medication Use Reviews (MURS) & New medicine Service (NMS)

You can make an appointment with our pharmacist to discuss how you are getting on with your regular medicines and discuss new medication. It will allow you to learn more about your medicines and ask any questions you may have. If you are experiencing any difficulties with your medicines our pharmacist may be able to help.

Electronic Prescription Service

We are now offering our customers the Electronic Prescription Service, which allows you to nominate a pharmacy to get your medication from. Your GP will then send your prescription electronically to the place you have nominated, saving you time, giving you more choice about where to collect your prescription from and is therefore more convenient.

Free Collection and Delivery Prescription Service

We are able to collect prescriptions from local surgeries and dispense them ready for you to collect. A free home delivery service is available for housebound patients.

Unwanted and Unused Medicines

We help run a nationwide DUMP (disposal of unwanted medicines) campaign so please return all unwanted medicines and we will dispose of them safely. However we cannot accept used needles and lancets.

Medicine Containers

All medicines are dispensed in child resistant containers unless otherwise requested. Please remember: **Keep out of reach and sight of children.** Our pharmacist can advise you on safe storage of medicines.

Emergency supplies

We may be able to help you if you need a prescription medicine in an emergency when your surgery is closed.

Other Services Available

Healthcare Advice

Our trained counter staff will be able to advise you on many healthcare matters including holiday and travel care, smoking cessation, first aid, family planning, personal, baby care and healthy lifestyles issues. If necessary our staff will refer you to the pharmacist. We have a wide range of well known products many of which you can only buy from a pharmacy. If you prefer to speak directly to the pharmacist in confidence, please ask a member of staff. We have a private consultation room if required.

Advice on Medicines

We carry a wide range of well-known medicines, and the pharmacist & our qualified Staff can advise you on the use of these, as well as those that you may be taking on prescription. Your pharmacist can advise on all medicines and minor ailments, as well as alternative and herbal remedies. Health care education and information leaflets are also available.