

Disabled Access

Wheelchair access is available from the front. For any assistance ask a member of staff.

Holidays

We are happy to provide advice about avoiding any unwanted holiday risks and recommend suitable remedies. The Pharmacist can also offer advice on malaria prophylaxis if needed.

Opening Hours

Monday - Friday

9:00am-5:30pm

Pharmacist at lunch 1:30pm-2:30pm

Saturday 9:00am - 12:00 noon

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

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 795533 or email at stlukes@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

St Luke's PHARMACY⁺

Hedge End



Pharmacist Mrs Rachel Barker

**Goodlands House
St Luke's Close
Hedge End
Southampton
SO30 2US**

Tel: 01489 795533
stlukes@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 DOOP (destruction of old pharmaceuticals) campaign so please return all unwanted medicines and we will dispose of them safely. However we cannot accept used needles and lancets.

NHS New Medicine Service

This free service is for anyone who has recently received a prescription for new medication relating to the following conditions: Asthma, Respiratory Conditions, Type 2 Diabetes, High Blood Pressure or for any medication relating to the way your blood clots. For more information ask a member of staff.

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.

Repeat Dispensing

We can dispense NHS Repeat dispensing prescriptions issued by your doctor.

Other Services Available

Blood Pressure Testing

You can't tell if your blood pressure is too high. We can now check your blood pressure and offer lifestyle advice about how to stay healthy.

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.

Special Dietary Requirements

We sell a range of vitamins and minerals, and can also get gluten-free and wheat-free foods and medicines. We can advise you on what is available to suit your dietary needs also order products in for you.