

### Questions, comments, suggestions and complaints

If you would like more information about any of the services we provide, please 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

As a distance selling pharmacy (DSP), we have no arrangements to serve patients face to face. The pharmacy services can be accessed using email or webchats.

### Want to speak in private?

We have a consultation room available if you'd like to discuss something in private. This is made available for remote consultations that take place.

### 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](http://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.

### This pharmacy is owned by:

Total Access Health Ltd T/A e-Pharmacy  
The Enterprise Centre, University Drive  
Norwich NR4 7TJ

## e-Pharmacy

42 Barnard Road

Norwich

Norfolk

NR5 9JB

Telephone 01603 361771

[hello@e-pharmacy.co.uk](mailto:hello@e-pharmacy.co.uk)

### Opening hours

Monday - Friday 9am – 5pm

Saturday Closed

Sunday Closed

**This leaflet provides information about our services.**

## 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 safe storage of medicines.

**Unwanted medicines** - Please email the pharmacy with details of unwanted medicines and we will assist with disposal.

**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. 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 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 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 a range of long-term conditions for the first time, the pharmacist will support you to use the medicine safely and to best effect. Our pharmacist will talk to you about one to 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.

**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.

**We provide the above NHS services on behalf of:**  
Norfolk and Waveney ICB

## Other services we provide:

### Prescription collection and delivery service

All prescriptions dispensed by our pharmacy will be delivered to you via Royal Mail free of charge.

### 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 regular prescribed medicines in an emergency, when you are unable to contact your doctor, we may be able to help.