



AskChemistTM.co.uk



NHS Dispensing

We dispense NHS prescriptions as well as giving 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.

Private Dispensing

We dispense Private prescriptions issued by Doctor, Veterinary Surgeon and Dentists. We offer competitive pricing on all medications.

Repeat Dispensing

We can dispense NHS repeat dispensing prescriptions issued by your doctor. 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 safe storage of medicines.

NHS Unwanted Medicines service

If you would like us to dispose your unwanted medications safely please contact us and we can arrange that for you.

NHS Health Advice and Self-care

The pharmacist and our trained assistants are available for advice on all medicines and minor ailments. 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 can direct you to other sources of advice and assistance if we cannot help you ourselves.

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 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 of practice on confidentiality. If you want to discuss the records we keep, please ask to speak to the pharmacist.

NHS Medicines Use Review

This service enables patients to have a medication check-up if you are taking several medications or on medications for any long term illness. This service will help you understand more about the medications you are taking and identify if there are any problems you may be having. If so we can liaise with your GP to help resolve them.

NHS New Medicine Service

When you are prescribed a new medication that falls within the eligible category of medication, the pharmacist can support you and monitor how you are getting on with them. The Pharmacist will talk to you and discuss how you are getting on with these medications in an initial intervention stage and a later follow up stage. If any recommendations need to be made they will be discussed and if needed can liaise with your GP.

We provide the above NHS services on behalf of:

NHS Lincolnshire, Cross O' Cliff, Bracebridge Heath, Lincoln, LN4 2HN0

Other Services we provide:

Repeat Prescription Collection Service

We offer a FREE repeat prescription collection service from GP practices. Please ask for details.

Medicines sales

You can purchase a wide range of over the counter medicines and also vitamins and mineral supplements from our website.

Holiday healthcare

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

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 standard 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.

Patient Advice Liaison Service PALS

Lincolnshire Community Health Services NHS Trust, Beech House, Witham Park, Waterside South, Lincoln, LN5 7JH

Email: info@lincspals.nhs.uk

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

Call: 0845 602 4384

Disabled Customers

All of our services should be accessible to disabled customers.

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, contact NHS Direct, 24 hours a day.

Call NHS 111 or visit www.nhs.uk/nhsdirect

WWW.ASKCHEMIST.CO.UK

Unit 17, Redstone Industrial Estate, Boston, PE21 8EA

OPENING HOURS

Monday - Friday 9AM-5PM

PHONE NUMBER

01205 352778

EMAIL

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This pharmacy is owned by:
Stamchem Ltd

Providing NHS Services

