

**As your local community pharmacy, we can offer a wide range of NHS services and facilities for you and your family.**

**The NHS services are funded as part of , the health service**

### Dispensing

We dispense NHS prescriptions and will 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.

### 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

Please return all unwanted medicines to the pharmacy where we will dispose of them safely. This can not be done in person , give us a call and we will arrange a collection then.

### NHS Health Advice and Self-care

The pharmacist and our trained assistants are available for 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 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.

### Want a quiet word?

You can talk to us over the phone , we have a quiet area where conversations can not be overheard .

### We provide the above NHS services on behalf of:

NHS England, PO Box 16738, Redditch, B97 9PT  
/England.contactus@nhs.net

### Other Services we provide:

#### Repeat Prescription Collection Service

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

#### Medicines sales

We keep a wide range of over the counter medicines and also vitamins and mineral supplements which are on sale on 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 call us and speak with a member of staff or telephone on this number 0121 7077996.

### Comments, Compliments and Complaints Suggestions,

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/Complaints Manager] will give you further information.

Advice and support for people who wish to complain about the NHS is available.

About primary care services or other services directly commissioned by NHS England complaints should be directed to the NHS CB Contact Centre – telephone 0300 311 2233 email by [email: England.contactus@nhs.net](mailto:England.contactus@nhs.net)

### **Disabled Customers**

Direct pharmacy holds internet based contract hence no access to members of public is possible . Please contact us via phone or email and we will provide you best possible service

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 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)

### **Direct Pharmacy**

[99 Spring road](#)  
[Birmingham](#)  
[B11 3DJ](#)

Birmingham

Telephone 0121 7077996

[www.direct-pharmacy.co.uk](http://www.direct-pharmacy.co.uk)

We Process your personal data for patient care, pharmacy paper work and management.if you have any concerns regarding this please speak to the pharmacist.

### **OPENING HOURS**

**Monday** 10:00 –18:00

**Tuesday** 10:00 - 18:00

**Wednesday** 09:00 - 19:00

**Thursday** 09:00 - 14:00

**Friday** 09:00 - 18:00

**Saturday** Closed

**Sunday** Closed

- This pharmacy is not obliged to serve violent or abusive customers .
- This pharmacy complies with the Data Protection Act and the NHS code on confidentiality .

### **Your Pharmacist:**

**Surabhi Kumar**

### **Direct pharmacy is owned by:**

Brijesh Kumar  
99 Spring Road  
Tyseley  
B113DJ  
Birmingham

