

Fourway Pharmacy

12 Half Moon Lane
Herne Hill
London SE24 9HU
tel/fax 0207 924 9344

www.fourwaypharmacy.co.uk

e mail: fourway@npanet.co.uk

Opening hours

Monday to Friday

9.00am to 7.00pm

Saturday

9.00am to 6.00pm

Providing NHS Services



This pharmacy is owned by:
Fourway Pharmacy Ltd address as above

Services provided

Dispensing - we dispense NHS and private prescriptions

Repeat Prescriptions – we can order & collect your repeat prescription for you and send you a text message when it is ready

Repeat Dispensing – this is a new scheme where the doctor can issue batches of prescription for up to a year for suitable patients. Please ask for information on this service

Medicine Containers - all medicines are dispensed in child resistant containers unless you request us not to. Please remember: keep all medicines out of reach and sight of children.
Our pharmacist can advise you on safe storage of medicines.

Unwanted Medicines - please return all unwanted medicines to the pharmacy where we will dispose of them safely. Unfortunately we cannot dispose of "sharps" (for example diabetics' syringes and needles). Please contact you Local Authority for this.

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

We provide these NHS services on behalf of:

Southwark Primary Care Trust
Mabel Goldwin House
49 Grange Walk
London SE1 3DY
Tel: 020 7525 0400

Other Services we provide

Homeopathic and herbal medicines, aromatherapy oils – we stock a wide range of these products, and can dispense homeopathic medicines against a homeopathic doctor's prescription

Baby and Children's Products – we stock electric and manual breast pumps, a

large range of organic toiletries, organic food and eco-friendly nappies for little ones. Also accessories such as BuggyBoards and KiddiBoards, and are always on hand to offer advice to expectant and new mums

Passport Photo Service – we offer high quality while-you-wait digital passport photos - for babies, children and adults

TENS hire – we provide an economical service to rent TENS (transcutaneous electroneural stimulation) machines for drug-free pain relief in labour

Over the Counter medicines – We stock a wide range for ailments that don't need prescription medicines, along with many herbal, homeopathic, vitamin and tonic products

Skin Care - We have an excellent range of organic toiletries and skin care by Weleda, Green People and others

Surgical Goods - we supply incontinence aids, stomacare products, elastic hosiery, trusses etc

Aids for People with Disabilities - we can supply such items as wheelchairs, electric buggies, bath seats etc within 48 hours.

Disabled and buggy access - our pharmacy has been designed with ease of use for pushchairs and wheelchairs in mind. We have a wide doorway and aisles. The door opens pneumatically, and we have a portable ramp

First Aid – we carry a wide range of items for home use but can also supply shops and offices etc to comply with Health and Safety legislation

Emergency Supplies – if you require an emergency prescription (for instance if you cannot get to see the doctor) we can help in some circumstances

Local Delivery - we may be able to deliver your dispensed medicines to you if your health makes it difficult for you to get out to collect it.

We will endeavour to obtain any item for you if not in stock

Comments and complaints

We aim to give the best possible service and welcome your comments. If you are unhappy with the service you have received please tell us. 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.
Our contact for comments or complaints in

the first instance is **Roger Humbles MRPharmS**

Further help and advice can be obtained from Southwark Primary Care Trust 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. PALS tel. 0800 5877170

An Independent Complaints Advocacy Service (ICAS) is available to provide advice and support for people who wish to complain about the NHS. South East London ICAS
Tel: 0845 337 3061

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, health advice and information, including details of other local health services, is available around the clock from NHS direct. You can use:
NHS Direct online at www.nhsdirect.nhs.uk
NHS Direct Interactive on digital satellite TV
The NHS Direct telephone service - call 0845 4647.