

Practice Leaflet

Fourway Pharmacy

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

www.fourwaypharmacy.co.uk

e mail: fourwaypharmacy@gmail.com

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

NHS services provided

Dispensing - we dispense NHS prescriptions

Medicines Use Review – a free NHS Medicines Check-up (also known as Medicines Use Review) is your chance to have a private, face-to-face conversation with our pharmacist to better understand how and when to take your medicines, what they are doing for you and how to control any side effects.

Please ask for information on this service

New Medicines Service – a free NHS service which aims to help you understand your condition and medicine, to ensure that you get the most out of new medicines that affect blood clotting, such as Warfarin, or for conditions where patients have respiratory problems, for High Blood Pressure and Diabetes.

Please ask for information on this service

Electronic Prescription Service (EPS) – a free NHS service that gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from. Please ask for information on this service

NHS Health Check – a free NHS service for adults in England between the ages of 40 and 74, this can help you by assessing your risk of developing heart disease, stroke, type 2 diabetes or kidney disease and giving you personalised advice on how to reduce it. (availability planned from July 2012)

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

Disposal of Unwanted Medicines – a 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 free 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:

NHS Southwark
160 Tooley Street
London SE1 2TZ
Tel: 020 7525 0400

Other services we provide

Dispensing - we also dispense private prescriptions

Repeat Prescriptions – we can collect your repeat prescription for you if you are registered at one of the local surgeries and let you know by text message when ready for collection

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 and an automatic sliding door

Aids for People with Disabilities - we can supply such items as wheelchairs, electric buggies, bath seats etc within 24 hours

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 we are always on hand to offer advice to expectant and new mums

Passport Photo Service – we offer high quality while-you-wait digital UK and other passport photos - for babies, children and adults. We also have facilities for driving licence and visa photos for most countries in the world

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

When we are closed

When this pharmacy is closed, for any health problem advice and details of other health services, contact NHS 111 24 hours a day - call 111 or visit www.nhs.uk/111/

But: You should only use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

Call 111 if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to [A&E](#) or need another NHS urgent care service
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next

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, 1st Floor, Hub 5
Communications and Engagement Dept, Southwark
Business Support Unit, NHS South East London,
PO Box 64529 London SE1P 5LX
Monday to Friday 9.30am – 12.30pm and 2pm – 4pm
Freephone: 0800 58 77 170
email: pals@southwarkpct.nhs.uk

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.