

## **Comments, Suggestions, Complaints and Compliments**

Our aim is to give the highest possible standard of service.

We welcome any general comments about the services we provide and any suggestions of ways in which we can improve our services to you.

If you have any comments or suggestions please speak to a member of staff.

If you are unhappy with the service you have received at the pharmacy we do have a complaints procedure and will endeavour to resolve your issue as soon as possible. Our Pharmacist will give you further information or details are on the pharmacy's website.

However, if you are not entirely satisfied with the outcome of our investigation you may also seek advice from the local Patient Advice and Liaison Service (PALS). PALS is independent of the pharmacy and they may be able to resolve your concerns informally or they can tell you more about the wider NHS complaints procedure and independent complaints advocacy services.

PALS, Bodmin Hospital, Boundary Road, Bodmin, Cornwall PL31 2QT.

An independent NHS complaints advocacy service is available to provide advice and support for people who wish to complain about the NHS. [www.nhscomplaintsadvocacy.org](http://www.nhscomplaintsadvocacy.org)  
Tel. 0300 330 5454

## **Accessing the Pharmacy**

Wheelchair users are able to access the pharmacy and our staff are more than happy to help any customer with their needs in the pharmacy. Our staff are trained to provide you with the best possible service.

We are unable to provide services to individuals who act in a violent, threatening or aggressive manner and we will refuse to serve customers in that instance.

## **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 111 online at [www.nhs.uk/111](http://www.nhs.uk/111)  
or the NHS 111 telephone service.  
Call 111

This pharmacy is owned by:  
Wringtons Ltd, Silver Street,  
Wrington, Bristol BS40 5QE.  
Tel. 01934 862369



# looe pharmacy

*...at the heart of local healthcare*

**t: 01503  
262243**

O U R  
P R A C T I C E  
L E A F L E T

## OPENING HOURS\*

MONDAY	9.00 AM - 5.30 PM
TUESDAY	9.00 AM - 5.30 PM
WEDNESDAY	9.00 AM - 5.30 PM
THURSDAY	9.00 AM - 5.30 PM
FRIDAY	9.00 AM - 5.30 PM
SATURDAY	9.00 AM - 5.30 PM
SUNDAY	CLOSED

\*Pharmacist is at lunch from 1.00 - 1.30pm daily  
(no dispensing permitted during that time)

Fore Street, East Looe, Looe, Cornwall PL13 1DT

f: 01503 262243

[www.looepharmacy.co.uk](http://www.looepharmacy.co.uk)

[looepharmacy.fel17@nhs.net](mailto:looepharmacy.fel17@nhs.net)

NHS services available here



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

### **Dispensing**

You order your prescription from your Doctor's surgery in the normal way and we will collect it when it is ready.

Your medicines will be dispensed at our pharmacy and will be ready for you to collect.

All you have to do is register with us for this service, and we will arrange everything with your Doctor's surgery.

### **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 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.

### **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 eating.

We can direct you to other sources of advice and assistance if we can not help you ourselves.

### **Medicines Use Reviews**

You can make an appointment with our pharmacist to discuss your regular medication regime. It will allow you to learn more about your medicines and ask any questions you may have.

If you are having difficulties knowing when and how to take your medicines our pharmacist may be able to assist.

Ask for more details on this service.

### **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 are contracted to provide these NHS services by:**

NHS England, South West Area Team, South West House, Blackbrook Park Avenue, Taunton TA1 2PX.

### **Other Services we provide:**

#### **Repeat Prescription Collection Service**

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

#### **Medicines Sales**

We keep a wide range of over the counter medicines and also vitamins and mineral supplements.

### **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.**