

Questions, comments, suggestions and complaints

If you would like more information about any of the services we provide, please telephone the number on the front of this leaflet.

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 Dixons Green Pharmacy and any suggestions of ways in which we can improve our services to you. If you have any comments, suggestions or complaints, please speak to a member of staff.

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 about this.

Access for people with disabilities

As a Distance Selling Pharmacy, we do not routinely have patients attending our site. However in the event you have an appointment for one of our Enhanced or Advanced services, our premises and consultation room is designed for disabled customer access.

Want to speak in private?

You can contact one of our pharmacists or technicians via telephone or via video link if you'd like to discuss something in private. If you would prefer a face to face consultation, we can direct you to other suitable providers.

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.

Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve.

We may refuse to provide services to individuals or those accompanying those individuals who are violent, threaten violence, commit or threaten to commit a criminal offence.



DIXONS GREEN PHARMACY

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A PHARMACY SERVICE AT THE HEART OF QUALITY

FREE PRESCRIPTION DELIVERY TO YOUR DOOR

 Simply tell us what medication you need

 We order and receive the prescription from your GP

 Our Pharmacists check and dispense your prescription

 Your medication is delivered to you for free!

OPEN: MONDAY- FRIDAY 9:00AM-5:00PM

Address: 75a Dixons Green Road, Dudley, DY2 7DJ
Contact: 01384 956382
Visit us on: www.dixonsgreenpharmacy.co.uk


Providing NHS Services

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This pharmacy is owned by: My E-Pharmacare Limited trading as Dixons Green Pharmacy

Who are we:

Dixons Green Pharmacy is a new type of pharmacy known as a 'Distance Selling Pharmacy'. We manage, dispense and deliver repeat prescriptions all across the UK. Specialising in the home delivery of medicines, we're made up of qualified pharmacists, dispensing technicians dedicated to making the prescriptions journey easier for our patients.

Please be mindful with Distance Selling Pharmacies, you cannot collect your prescription in person, and we must deliver them to you. If you would prefer to collect your prescriptions in person then one of our staff can signpost you to an alternative pharmacy

NHS services we provide:

Dispensing prescriptions - We dispense NHS prescriptions (paper and electronic) 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 dispense all prescriptions promptly.

We can also dispense NHS repeat dispensing prescriptions. Contact us for more information about this service.

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 staff can advise you on safe storage of medicines.

Unwanted medicines – As we are a Distance Selling Pharmacy, you will not be able to directly bring your unwanted medicines to the pharmacy premises. To make life easier, our couriers can collect this from a date & time best suited to you. To find out how to book this service, please contact us for more information

Health advice and self-care- As a Distance Selling Pharmacy, our pharmacist and trained assistants are available to provide advice on all medicines and minor ailments over the phone or via video link. We can also give you advice on how to live a healthy life, for example, advice on how to stop smoking or healthy diets. Should you feel more comfortable with a face to face consultation, we can direct you to other suitable providers that can offer advice and assistance. Please contact us to find out more

Medicines Use Review service-This is a medicine check-up service, which is useful if you regularly take several prescription medicines or are on medicines for a long-term condition. This confidential NHS service will help you to find out about your medicines, identify any problems you may be having with them and help you to take your medicines to best effect. We can offer to do this consultation face to face, and we will contact you beforehand to discuss the do's and don't's when attending our pharmacy

New Medicine Service-When you are prescribed a medicine to treat a long-term condition for the first time, the pharmacist will support you to use the medicine safely and to best effect.

Our pharmacist will contact you approximately two weeks after you first receive the medicine to see how you are getting on with it and to discuss any problems you may have. A second follow-up will be a month after you first receive the medicine. The service is only available to people using certain medicines. Our pharmacist will contact you for further details and offer this free NHS service, if this is available to you.

Flu Vaccination Service-Each year we provide an NHS flu vaccination service to people aged 18 years and older who are eligible to receive a free vaccination. Ask us for more information about eligibility for this service.

Patient records-We keep records of all your prescriptions dispensed by us as well as records of other services we provide to you. 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 on confidentiality. If you want to discuss the records we keep, please speak to a member of staff.

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:

Prescription collection and delivery service- As a Distance Selling Pharmacy we offer a free prescription collection service from general practices across the UK and we can also deliver prescriptions to your home:

- Royal Mail – 1st Class Signed For
- DPD – Next Working Day
- DPD – Saturday by 12pm
- Royal Mail – Special Delivery by 9am (for chilled deliveries containing fridge lines)

Should you need your prescription with immediate urgency, please contact us so we can further assist you

Holiday healthcare-We can advise on medical requirements for travellers, including anti-malaria medicines. Please contact us for further information.

Emergency supplies- If you need one of your regular prescribed medicines in an emergency, when you are unable to contact your doctor, we may be able to help. This can only be done in genuine emergencies and it may incur a charge. Please contact us for further support

Contact us

Dixons Green Pharmacy
75a Dixons Green Road
Dudley
DY2 7DJ

Telephone: 01384 956 382

Visit us: www.dixonsgreenpharmacy.co.uk

Email us: Pharmacy.fvg58@nhs.net