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delivering healthcare



## Services Available from this Pharmacy

236 Abbeydale Road, Sheffield, S7 1FL  
Monday to Friday 9.00am to 5.00pm

a provider of NHS services



**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.

**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. All records are protected and only designated staff have access to this information. You can ask by a written application request for a copy of your record on our PMR. For more information, please contact our pharmacist.

**Medicine Containers** – All medicines are dispensed in child resistant containers unless you request 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.

**Unwanted Medicines** – It is important not to hoard out of date or unwanted medication and that this is disposed of safely. Simply take these to your local pharmacy and the pharmacy team will dispose of these safely for you. Alternatively, contact 1ast Pharmacy to arrange a safe disposal of your unwanted medicines.

**Health Advice and Self-Care** – The pharmacist and our trained assistants are available for advice on all medicines and minor ailments. We can also give you 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.

We provide the above services on behalf of:

### NHS England North (Yorkshire and Humber)

Oak House, Moorhead Way, Bramley, Rotherham,  
South Yorkshire, S66 1YY. Tel: 01709 302 000

1ast Pharmacy is a distance-selling pharmacy and will not provide any of the above Essential NHS Pharmaceutical Services face to face. Any advice will be given verbally over the phone or in writing (email or by post).

All of these services are available to anyone in England.

**NHS Medicine Use Reviews** – This is a medicines check up service, which is useful if you regularly take several prescription medications or are on medicines for long-term illness. This confidential NHS service will help you to find out more about medicines, identify any problems you may be having with them and help you to take your medicines to best effect.

**NHS 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 medicines safely and to best effect.

The pharmacist will talk to you approximately two weeks after you receive the medicines 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 receive the medicine.

**NHS Winter Flu Jab Service** - Flu can be serious for those more at risk of developing complications and these people are entitled to a free NHS jab. This includes those aged 65 and over, pregnant women and those with certain medical conditions.

## Other Services We Provide

**Repeat Prescription Collection Service\*** – We offer a repeat prescription collection service. Please ask for details.

**Prescription Delivery Service** – We offer a free delivery service to all addresses in England.

**Holidays Healthcare** – We can advise on medical requirements for travellers, including anti-malaria treatments.



# Comments, Suggestions, Complaints and Compliments

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 contact the pharmacy by phone, in writing, by email or through the website. 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.

## When the pharmacy is closed

If you urgently need medical help or advice, but it is not a life-threatening situation, contact NHS 111, by dialling 111. Information can also be accessed by visiting [www.nhs.uk](http://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.



## 1ast Pharmacy

236 Abbeydale Road, Sheffield S7 1FL

t 0114 258 1313 e [info@1astpharmacy.com](mailto:info@1astpharmacy.com)

## Opening Times

Monday to Friday – 9.00am to 5.00pm

Closed on bank holidays

[www.1astpharmacy.com](http://www.1astpharmacy.com)