

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

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. Ask us for more information about this service. **Medicine containers**

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 pharmacist can advise you on safe storage of medicines.

NHS Unwanted Medicines service

Please call the pharmacy to arrange a return of all unwanted medicines, once collected, we will dispose of them safely.

NHS Health Advice and Self-care

The pharmacist and our trained assistants are available for advice on all medicines and minor ailments, in private over the phone 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.

NHS Medicines Use Reviews

This is a medicine check-up service which can be provided off site, which is useful if you regularly take several prescription medicines or are on medicines for a long-term illness. This confidential NHS service will help you to find out more about your 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 medicine safely and to best effect.

The pharmacist will talk to you over the phone 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 give you details and offer this free NHS service, if this is available to you.

Patient Medication Records

Our computer allows us to keep records of all your prescriptions dispensed by us. This helps us check for potential problems, such as reactions between medicines and will help us deal with any queries you may have.

We comply with the Data Protection Act, the General Data Protection Regulation and the NHS code of practice on confidentiality. If you want to discuss the records we keep, please ask to speak to the pharmacist.

Other Services we provide: Repeat Prescription Collection Service

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

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.

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, by calling 111. Information can also be accessed at www.nhs.uk

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 speak to a member of staff.

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. Our Pharmacist will give you further information.

You may also seek advice from the local 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.

You can also find out more about services offered, comment on service, or make a complaint through our email at info@bridgecastlehealthclinic.co.uk

Alternatively, you may wish to contact NHS England

Delivery service

Our personalised delivery service operates during the opening hours of the stores. We are happy to pick up prescriptions from your doctors surgery too.

NHS England contact details:

NHS England, PO Box 16738, Redditch, B97 9PT england.contactus@nhs.net

NHS England and NHS Improvement – Midlands, Birch House, Ransom Wood Business Park, Southwell Road West, Mansfield, Notts, NG21 0HJ.

Disabled Customers

Please let us know if you have any specific requirements when we are delivering your medicines. A majority of our medicinal products have the name written in braille. We also offer domiciliary medicinal care for those that need.

Compliance Aids

We have a range of compliance aids available which we can provide to customers that struggle to manage their medication, which will help them take the correct medication at the correct time. Please ask for details.

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.

Electronic Prescription Service

The Electronic Prescription Service (EPS) sends electronic prescriptions from GP surgeries to pharmacies. Eventually EPS will remove the need for most paper prescriptions. You can sign up in branch or at www.bridgecastlehealthclinic.co.uk Why EPS?

You can collect repeat prescriptions directly from a pharmacy without visiting GP, you have no paper prescriptions to lose and you spend less time waiting in the pharmacy!



Services Provided Nationally across the UK

Postal Address:

Bridge Castle Health Clinic
126 High Street, Staple Hill
Bristol, BS16 5HH

Phone: 0117 4526817

OPENING HOURS

Monday	09:00 – 18:00
Tuesday	09:00 - 18:00
Wednesday	09:00 - 18:00
Thursday	09:00 - 18:00
Friday	09:00 - 18:00
Saturday	Closed
Sunday	Closed

www.bridgecastlehealthclinic.co.uk

This pharmacy is owned by:

The Rahbi Limited