

## Questions, comments, suggestions and complaints

If you would like more information about any of the services we provide, please ask a member of staff by contacting us via 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 this 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 are able to provide remote support for people with disabilities. We do not have a facility for customers to visit our pharmacy.

## 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](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.

## This pharmacy is owned by:

U.Mir Pharma Ltd, 35 Sherborne Drive, Newcastle, ST5 3JD Telephone number 01782 638677



Providing NHS services

# Inspire Pharmacy

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Telephone 01782 638677

[Inspirepharmacy@gmail.com](mailto:Inspirepharmacy@gmail.com)

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

## Opening hours

Monday/Weds/Friday 8.30am – 6pm  
Tues/Thurs 5pm – 11pm  
Saturday 9am – 1pm  
Sunday Closed

**As a distance selling pharmacy, we can offer a wide range of services for you and your family. This leaflet provides information about our services.**

## 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. Ask 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** - Please return all unwanted medicines to the pharmacy where we will dispose of them safely. This can be arranged with one of our delivery drivers or contact us to arrange collection.

**Health advice and self-care** - Our pharmacist and trained assistants are available to provide 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.

**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 are approved to provide this service for residents in a number of residential care homes that we 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](mailto:england.contactus@nhs.net)

## Other services we provide:

**Prescription collection and delivery service** - We offer a free prescription collection service from selected general practices and we can also deliver prescriptions to your home. Ask us for more information about this service.

**Medicines sales** - We keep a wide range of over the counter medicines and related products, which can be purchased via our website as detailed on the front cover.