

NHS 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. Call 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 reach and sight of children.
Our pharmacist can advise you on safe storage of medicines.

NHS Unwanted Medicines Service

Please return all unwanted medicines to your local pharmacy who can dispose of them safely. Within the local Sefton area, unwanted medicines can be returned to our delivery driver, who will promptly return them to our pharmacy for disposal.

NHS Health Advice & Self-Care

The pharmacist is available for advice on all medicines and minor ailments, over the phone. 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 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 Medicines 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 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.

NHS Sefton Support Vouchers

We can supply nicotine replacement therapy products against NHS Sefton 'Stop Smoking' Vouchers.

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. If you want to discuss the records we keep, please ask to speak to the pharmacist.

We provide these NHS services on behalf of:

NHS England (Merseyside)

Regatta Place

Brunswick Business Park

Summers Road

Liverpool

L3 4BL

Tel: 0151 285 4777

Email: england.pharmacymerseyside@nhs.net

Other Services we provide:

Repeat Prescription Collection Service

We offer a repeat prescription collection service from local surgeries. We also accept posted prescriptions from surgeries and patients further afield. Please call for details.

Private Prescription Dispensing

We dispense private prescriptions issued by your Doctor, Dentist and Veterinary Surgeon. We offer competitive pricing on all private prescription medication.

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.

In addition:

Surgical supplies inc. ostomy, incontinence and dressings.

Measure & supply hosiery and trusses (Sefton MBC area only).

Comments, Suggestions, Complaints and Compliments

Our aim is to provide 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 call 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 complain or give feedback to the local ICB:

Patient Experience Team

NHS Cheshire and Merseyside

No 1 Lakeside
920 Centre Park Square
Warrington
WA1 1QY

Tel: 0800 132 996

Email: enquires@cheshireandmerseyside.nhs.uk
<https://www.cheshireandmerseyside.nhs.uk/contact/complaints/>

If you are making a complaint, please state: 'For the attention of the complaints team' in the subject line.

If you're not happy with your complaint outcome, you can contact the Parliamentary and Health Service Ombudsman (PHSO)

Telephone: 0345 015 4033 or via the [website](#).

Our aim is to give you the highest possible standard of service and we try to deal swiftly with any problems that may occur.

Disabled Customers

In accordance with the Disability Discrimination Act (DDA) we aim to offer support to those who are in need. Where required we can provide:

Medication in easy open bottles or in weekly medication packs.

Compliance reminder sheets.

Large font labelling of medication.

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.

When we are closed...

When the pharmacy office is closed, for any health problem, advice and details of other health services, contact NHS Direct, 24 hours a day.

Call 0845 4647 or visit

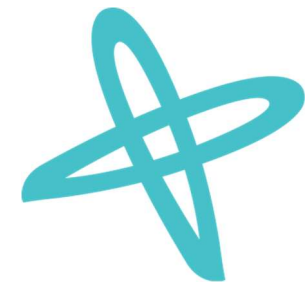
www.nhsdirect.nhs.uk

We are members of the National Pharmacy Association (NPA).

Overall our aim is to provide a professional reliable service to all our customers.

Once you decide to use our service, we want you to stay with us!

Simply Pharmacy
www.simplypharmacy.net



**Simply
Pharmacy**

**2a Sefton Road, Litherland,
Liverpool, Merseyside.**

L21 7PG.

Tel. 0151 281 5423
www.simplypharmacy.net

Office Hours:

Mon - Fri 9am to 6pm.

Closed: Weekends & Bank Holidays

Providing
NHS Services

