



# Practice Leaflet

## Address

Signature Pharmacy  
6 The Marlins  
Northwood  
Hertfordshire  
HA6 3NP

## Contact Information

[www.signaturepharmacy.co.uk](http://www.signaturepharmacy.co.uk)  
[ccare@signaturepharmacy.co.uk](mailto:ccare@signaturepharmacy.co.uk)

Tel: 0330 111 0440

## Opening Hours

Monday to Sunday 8:00am - 8:00pm

Providing NHS Services



Signature Pharmacy is owned by Signature Healthcare Services Limited (address as above)

As your 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.

### **Unwanted Medicines**

We also have a medication return service where we can arrange for unwanted medication to be collected from you and safely returned to us for disposal. Through our service, we would be able to collect your unwanted medication or arrange a pre-paid return envelope. If you would like to arrange a collection, please call us on 0330 111 0440. Alternatively, you can return any unwanted medicines to any local pharmacy where they 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 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.

## **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 services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT. Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Other services we provide:

## **Repeat Prescription Ordering, Collection & Delivery Service**

We offer a free repeat prescription ordering, collection and delivery service.

## **Medicine 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.

## **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.

## **NHS Influenza Vaccine**

During the flu season, we are able to undertake flu vaccines for high risk patients at their resident address. If you are interested in this

service and would like more information, please email us [ccare@signaturepharmacy.co.uk](mailto:ccare@signaturepharmacy.co.uk)

### Further Information

If you would like any more information about any of the services mentioned, please contact us:

Tel: 0330 111 0440

Email: [ccare@signaturepharmacy.co.uk](mailto:ccare@signaturepharmacy.co.uk)

Address: Signature Pharmacy, 6 The Marlins, Northwood, HA6 3NP

## Comments, Suggestions, Complaints and Compliments

If you would like more information about any of the services we provide, please ask a member of staff or 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 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.

## Supporting Our Patients

In addition to our free ordering, collection and delivery services which is available to all of our patients, we offer the following **free services and products** that can assist you to manage your medications:

- MAR sheets
- Multi-compartment compliance aids e.g. weekly medicine trays

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're Closed

You can access our website 24/7 however when this 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).

NHS England can be contacted at the following address: NHS England, PO BOX 16738, Redditch, B97 9PT or by email at [england.contactus@nhs.net](mailto:england.contactus@nhs.net)