

Welcome to your local pharmacy which dispenses both NHS and private prescriptions.

Our aim is for you to get the maximum benefit from your medicines.

We offer dispensing service which means that you can order your medication from your GP surgery and collect at the pharmacy at your convenience. All medicines are dispensed in child resistant containers unless you request us not to. Please remember: keep all medicines out of reach and sight of children. Additionally you can return unwanted medicines to the pharmacy where they can be disposed of safely.

The pharmacist and trained staff are available to help and advise you on medicines and the treatment of minor ailments, in private if required. We are also able to advise on many lifestyle and health issues, for example stopping smoking or how to follow a healthy diet. We can also provide information on local health and social care professionals and patient support groups. For further information on any of the services listed on this leaflet please ask a member of the pharmacy staff.

Services available from this pharmacy

Medicine Use Reviews Service - We can offer you a private, face-to-face conversation with our pharmacist about your prescription medicines and the best times to take them together with any related side effects.

New Medicine Service - Selected medicines when prescribed for the first time can now be monitored by our pharmacist to help your understanding and compliance. Our pharmacist will ensure you feel confident that your medicines are working to benefit your health. The review will improve your understanding about what your medicines do, and how to get the best from them.

Emergency hormonal Contraception - Our pharmacist will supply Emergency hormonal contraception when appropriate to patients who require it. If we are unable to supply you with emergency hormonal contraception, we will direct you to other sources of help.

Minor ailments scheme - We offer patients with minor ailments appropriate treatment and advice direct from the pharmacy without the need to see a doctor. You can talk to our pharmacist in confidence without having to make an appointment.

Stopping smoking- Our pharmacist will provide one to one support and advice to people who want to give up smoking. We can also advise on a wide range of nicotine replacement products.

Care homes support - We provide advice and support to the residents and staff of care homes, including delivery of medicines. We will advise on the proper and effective ordering of medicines and appliances as well as their safe storage, administration and record keeping.

Free Blood Pressure checks - Just ask your pharmacist to check your blood pressure whilst visiting the pharmacy.

Repeat prescription collection and delivery Service - To save you time we can collect repeat prescriptions from local surgeries and dispense them ready for collection at the pharmacy. We will also deliver prescriptions to your home free of charge if this service is required.

Confidential help and advice - We have a private area where you can discuss your medicines or general healthcare with the pharmacist.

Emergency supplies - We may be able to help if you need a prescription medicine in a genuine emergency. This service may incur a charge.

Weight Loss Management - We are registered stockists of the Lipotrim Weight Management Programme. Ask our Staff for further information.

Support for people with disabilities - Support for people with disabilities. We can provide help for people who require assistance with managing and taking their medicines. We may be able to supply your medicines in special containers marked with daily doses or help in other ways such as supplying reminder charts, labelling medicines in large fonts, or multi-compartment compliance aids.

Access arrangements for disabled customers

- Our premises are accessible to disabled customers and we are able to assist customers with any disability including sight or hearing impairments. Please just ring the doorbell for assistance.

Violence towards staff - This pharmacy will not tolerate any abuse, assault or harassment of its staff. We are not obliged to provide NHS services to those who are violent or abusive. All incidents will be fully investigated and where appropriate, we will report incidents to the police and also consider legal action.

Confidentiality - We keep a confidential record of the medicines that we supply to you. We comply with the NHS Code of Practice on Confidentiality and the Data Protection Act.

Complaints - We aim to give you the best possible service but if you have a complaint please speak to the pharmacist in charge. The matter will be handled in line with the NHS complaints procedure. If we cannot resolve the problem, or you do not want to raise it directly with us, you can contact your local primary care organisation.

NHS Direct Statement - When this pharmacy 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.nhs.uk/nhsdirect.

Opening hours

Monday	9 am – 6 pm
Tuesday	9 am – 6 pm
Wednesday	9 am – 6 pm
Thursday	9 am – 6 pm
Friday	9 am – 6 pm
Saturday	9.00 am – 1.00 pm
Sunday	CLOSED

Fishpool Pharmacy

14 Parkhills Road, Bury, BL9 9AX.
Tel/Fax; 0161 7643535
Email: fishpoolpharmacy@outlook.com

Contact details of PCT ;

Bury PCT
21 Silver Street, Bury, BL9 0EN.
Tel; 0161 762 3100
Email: bur-pct.enquiries@nhs.net

Fishpool Pharmacy

Providing community pharmacy service

Providing NHS Services

