

## Comments, Suggestions, Complaints and Compliments

We are committed to delivering the highest quality service possible. Your feedback is valuable to us, and we welcome any comments or suggestions on how we can enhance our services.

If you have any thoughts, recommendations, or concerns, please feel free to speak with a member of our team.

As part of the NHS system, we follow an established complaints procedure that aligns with national standards.

If you have any concerns about the services you've received from this pharmacy, we encourage you to reach out to us first. However, if you'd rather, you can also contact your Local Health Board for further assistance.

## Disabled Customers

There is wheel chair access into the Pharmacy. If getting from your vehicle to the pharmacy is difficult, please feel free to telephone the shop and a member of staff will be happy to come out to your vehicle to offer any assistance you may need. Alternatively please ask about our delivery service.

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 this pharmacy is closed, health advice and information, including details of other local health services, is available around the clock from NHS direct. You can use:

- ◆ NHS Direct online at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)
- ◆ NHS Direct Interactive on digital satellite TV
- ◆ The NHS Direct telephone service. Call 111.

**This pharmacy is independently owned by:**  
L&E Healthcare Limited

Well Street Pharmacy  
38 Well Street  
Ruthin  
LL15 1AW

**Telephone** 01824 702871

## OPENING HOURS

Monday 0900-1730

Tuesday 0900-1730

Wednesday 0900-1730

Thursday 0900-1730

Friday 0900-1730

Saturday 0900-1300

Sunday Closed

Monday-Friday we are closed for lunch 1230-1300



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

**(funded by NHS Wales)**

## 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 request 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.

## Unwanted Medicines

Please return all unwanted medicines to the pharmacy where we will dispose of them safely. Any needles must be stored in a sharps bin. These are available free of charge from the pharmacy.

## 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.

## Common Ailment Service

We can provide free confidential advice and treatment on a range of common ailments without you having to see your GP.

## Emergency Medicines Supply

If you have not ordered your medication in time, have lost it, or are away on holiday and forgotten it, we may be able to provide free emergency supplies. Please ask in store.

## Emergency Hormonal contraception

Free access to emergency contraception in a confidential setting.

## Independent prescribing

We can treat Urine infections, Ear infections, Skin infections, chest infections and much more without the need to see your Gp. Simply ring the pharmacy to book in to see one of our pharmacists.

## Sore Throat Test and Treat Service

If you suspect a bacterial throat infection, we can perform a swab test and provide results within five minutes. If the result is positive, we can offer antibiotics for treatment.

## Discharge Medicine Reviews

You can make an appointment with our pharmacist to discuss how you are getting on with your regular medicines, or medicines you have recently been discharged from hospital with. It will allow you to learn more about your medicines and ask any questions you may have, and if you are having difficulties taking your medicines, our pharmacist may be able to assist.

## We provide these NHS services on behalf of:

**Betsi Cadwaladr University Health Board**

## Other Services We Provide:

### Repeat Prescription Collection and Delivery Service

We offer a repeat prescription collection and delivery service from all local surgeries. Please ask for details.

## Medicines Sales

We keep a wide range of over-the-counter medicines. Please ask a member of staff for advice and recommendations.