

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.

### Disabled Customers

All of our services should be accessible to disabled customers.

### When we are closed...

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

Call NHS 111 or visit [www.nhs.uk/nhsdirect](http://www.nhs.uk/nhsdirect)



864 Manchester Road,  
Rochdale, OL11 2SP  
[newtonschemist@gmail.co.uk](mailto:newtonschemist@gmail.co.uk)  
[www.newtonschemist.co.uk](http://www.newtonschemist.co.uk)  
01706582461

Opening Hours			
Monday	:	09:00	- 18:00
Tuesday	:	09:00	- 18:00
Wednesday	:	09:00	- 18:00
Thursday	:	09:00	- 18:00
Friday	:	09:00	- 18:00
Saturday	:	CLOSED	
Sunday	:	CLOSED	

Newtons Chemist is a trading name of Dale Roche LTD

## PRACTICE LEAFLET



Providing  
NHS Services



## 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.

## NHS Unwanted Medicines service

Please return all unwanted medicines to the pharmacy where we will dispose of them safely please call to arrange a collection.

## NHS Health Advice and Self-care

The pharmacist and our trained assistants are available for advice on all medicines and minor ailments. 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 the above NHS services on behalf of NHS England.

## Other Services we provide:

### Repeat Prescription Collection Service

We offer a repeat prescription collection service from GP practices. Please ask for details.

### 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.

### 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.

If you would like any more information about any of the services mentioned, please contact a member of staff via telephone, our website or via email.

## Comments, Suggestions, Complaints and Compliments

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.

If you have any comments, suggestions or complaints, please speak to 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.

Patients wanting to complain about NHS pharmacy services are required to contact the NHS England Customer Contact Centre:

Call: 0300 311 2233

E-mail: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

please note we are a distance selling pharmacy covering the whole of the UK. we do not provide essential face to face services