



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

PLEASE NOTE PILLTIME IS A DISTANCE SELLING PHARMACY AND THEREFORE WE ARE UNABLE TO ACCEPT PATIENTS ONTO THE PREMISES.

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

Medicines are dispensed in easy to open pouches. Medication not included in pouches are dispensed in original manufacture's packaging or child-resistant containers.

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

You are able to return unwanted medication to us using the freepost address:-

Freepost PILLTIME.

Alternatively, you can take unwanted medicines to a local pharmacy to be disposed of safely.

NHS Health Advice and Self-care

The pharmacist and our trained assistants are available via telephone 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.

Need advice?

We are able to offer consultations with one of our pharmacists over the telephone if you'd like to discuss something. We're here to help and there's no need to make an appointment.

We provide the above NHS services on behalf of:

NHS England
PO Box 16738
Redditch
B97 9PT

Other Services we provide:

Repeat Prescription Collection Service

We offer a repeat prescription collection service from GP practices nationwide if your surgery does not issue electronic prescriptions we are able to receive them by post. Please ask for details.

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 ask a member of staff or telephone the number on the front of this leaflet.

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 contact PillTime and 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/Complaints Manager will give you further information.

You may also seek advice from the local Patient Advice and Liaison Service (PALS). PALS are not part of the complaints procedure itself but they might be able to resolve your concerns informally or they can tell you more about the complaints procedure and

independent complaints advocacy services.

NHS England
PO Box 16738
Redditch
B97 9PT
Email: england.contactus@nhs.net
Tel: 0300 311 22 33

An independent complaints advocacy service (ICAS) is available to provide advice and support for people who wish to complain about the NHS.

Unit 3, Premier House
Willowside Park, Canal Road
Trowbridge
Wiltshire
BA14 8RH

Disabled Customers

We offer a free delivery service available to all our customers. Prescription delivery service is managed by us and is completely free and confidential. This means you'll no longer need to worry about finding time to visit your GP surgery to collect your prescription medicines for yourself, a family member or someone you may care for.

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, for any health problem advice and details of other health services, contact NHS 111, 24 hours a day. Call 111 or visit www.nhs.uk

PillTime Pharmacy England

Unit 9, St Andrews Trading Estate

Third Way,
Avonmouth,
Bristol
BS11 9YE

Telephone: 0800 074 3303

www.pilltime.co.uk

Production Opening Hours

Monday-Friday: 7am - 8pm

Saturday: 7am - 4.30pm

Sunday: 8am - 4.30pm

Customer Service Opening Hours

Monday - Friday: 8am - 6pm

Saturday: 8am-2pm online messenger/
email only

Sunday: Closed