

Oxford Online Pharmacy can offer a wide range of services and medicines for you and your family wherever you live in England

www.oxfordonlinepharmacy.co.uk

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. This includes access to the electronic EPS prescription service. **Medicines are sent by Royal Mail or Courier signed for delivery only.**

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 contact us on 01295 262925 to arrange collection of any unwanted medicines which are returned to our pharmacy where we will dispose of them safely.

NHS Health Advice and Self-care

The pharmacist and our trained pharmacy team are available for advice on all medicines and

minor ailments, by telephone, email or via “livechat” on our website. 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.

NHS New Medicine Service

When you are prescribed a medicine to treat a long-term condition for the first time, the pharmacist will support you via phone/email to use the medicine safely and to best effect.

The pharmacist will talk to you via telephone approximately two weeks after you first receive the medicine to see how you are getting on with it and to discuss any problems you may have. A second follow-up will be a month after you first receive the medicine. The service is only available to people using certain medicines; our pharmacist will give you details and offer this free NHS service, if this is available to you.

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
Jubilee House
5510 John Smith Drive
Oxford Business Park South
Cowley
OX4 2LH

Other Services we provide:

Electronic Prescription Service

Please ask for details of how to sign up to this NHS Digital service where your prescriptions are sent direct to our pharmacy from your GP service (where available), dispensed and sent securely

Medicines sales

We stock a wide range of over the counter medicines and also vitamins and mineral supplements which you can purchase via our website.

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 01295 262925 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 call us on 01295 262925

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.

If you wish to contact our Superintendent Pharmacist about any aspect of our NHS services or customer service his name is Stuart Gale, GPhC Registration number 2039889. Telephone 01295 262925 or in writing to the address opposite.

If you wish to complain to NHS England about any aspect of our service their details are:
NHS England, PO Box 16738, Redditch, B97 9PT Telephone: 0300 311 22 33
or Email: england.contactus@nhs.net

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

Independent Complaints Advocacy Service
South East

Richmond House

79 Whitehall

London

SW1A 2NS

Tel: 0845 600 8616

Disabled Customers

Oxford online pharmacy can only be accessed via the website, email or phone so we are able to offer all our services to disabled customers from your own home. In addition we can provide large print labels, large print Patient Information Leaflets for patients with a visual impairment.

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 contact us in a, 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

Full terms and condition can be found at:

<https://www.oxfordonlinepharmacy.co.uk/terms-and-conditions>

or call 01295 262925 for more information

Oxford Online Pharmacy

Apollo Business Park, Unit 7
Ironstone Lane
Wroxton
Oxfordshire
OX15 6AY

Tel: 01295 262925

Email: help@oxfordop.co.uk

www.oxfordonlinepharmacy.co.uk

GPhC registered no: 1099047

OPENING HOURS

Monday - Friday 9am – 6pm

Your Pharmacist:

Robert Bradshaw MRPharmS

GPhC number: 2036188

This pharmacy is owned by:

Frosts Pharmacy Ltd
Apollo Business Park, Unit 7
Ironstone Lane
Wroxton OX15 6AY