



Providing NHS services

# Awsworth Pharmacy

23 Lawrence Avenue  
Awsworth  
Nottingham  
NG16 2SN  
Telephone: 011 564 87823

[info@awsorthpharmacy.co.uk](mailto:info@awsorthpharmacy.co.uk)

## Opening hours

Monday – Friday 8:30am – 1pm 2pm  
– 5:30 pm

Saturday – Sunday : Closed

**As your local community pharmacy, we can offer a wide range of services for you and your family. This leaflet provides information about our services.**

## NHS services we provide:

**Dispensing prescriptions** - We dispense NHS prescriptions (paper and electronic) and will give advice on how to get the most benefit from your medicines. We keep a comprehensive stock of medicines and use an efficient wholesaler service to enable us to dispense all prescriptions promptly. We can also dispense NHS repeat dispensing prescriptions. Ask us for more information about this service.

Our staff can also advise you on safe storage of medicines.

**Unwanted medicines** - Please return all unwanted medicines to the pharmacy, where we will dispose of them safely.

**Health advice and self-care** - Our pharmacist and trained assistants are available to provide 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 meet Healthy Living Pharmacy standards and have a dedicated health promotion zone located within our store where you can get information on local public health issues. You can also talk to our health champion who can give you advice on how to improve your health and wellbeing. We can also direct you to other sources of advice and assistance if we cannot help you ourselves.

**Discharge Medicines Service** - In hospital, the medicines you take may be changed, or new medicines prescribed. With your consent, we may be informed of these changes so that we can provide advice and support to you with the medicines you will be taking after your visit to hospital. We can also liaise with the hospital and your doctor, if this is necessary. Ask us for more information about this service.

**New Medicine Service** - When you are prescribed a medicine to treat one a range of long-term conditions for the first time, the pharmacist will support you to use the medicine safely and to best effect. Our pharmacist will talk to you about one to 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. Our pharmacist will give you details and offer this free NHS service, if this is available to you.

**Flu Vaccination Service** - Each year we provide an NHS flu vaccination service to people aged 18 years and older who are eligible to receive a free vaccination. Ask us for more information about eligibility for this service.

**NHS Blood Pressure checks service** - High blood pressure, also called hypertension, is a condition which can be controlled to reduce your risk of a heart attack, stroke or other cardiovascular disease. We are offering free NHS blood pressure checks to people aged 40 and over with no appointment necessary. This involves a consultation with our pharmacist. Following this, you may be invited to take home a monitor that measures your blood pressure as you go about your daily life. Depending on your readings, you may be referred to your GP. Ask us for more information about eligibility for this service.

**Patient records** - We keep records of all your prescriptions dispensed by us, as well as records of other services we provide to you. Our pharmacy professionals also consult records to support your care, such as NHS summary care records or local shared care records. Our use of records 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 on confidentiality. If you want to discuss the records we keep, please speak to a member of staff.

**Weight Loss** - Offering a range of weight loss options to patients who are aiming to reach a healthy weight / BMI.

**Emergency Hormonal Contraception** – We can provide medications that can help prevent pregnancy after unprotected sex or contraceptive failure (e.g., a missed pill or condom break). These are often called the "morning-after pill" and are available from pharmacies without a prescription under specific regulations.

### **Pharmacy First Service –**

This is a new NHS initiative that allows us to provide treatment for **common conditions** without the need for a GP appointment.

#### What Can Be Treated Under Pharmacy First?

Pharmacists can now assess, diagnose, and prescribe treatments (including some prescription-only medicines) for seven common conditions:

1. Sinusitis
2. Sore throat
3. Ear infections (children aged 1-17)
4. Impetigo
5. Shingles
6. Uncomplicated urinary tract infections (UTIs) in women aged 16-64
7. Insect bites and stings

#### How Does It Work?

- Patients can walk in or be referred by NHS 111, GPs, or other healthcare professionals.
- A pharmacist assesses symptoms, recommends over-the-counter treatment, or prescribes medication if needed.
- If necessary, the pharmacist can escalate cases to a GP or urgent care.

#### Who Can Use Pharmacy First?

- Available to all patients in England who meet the eligibility criteria for each condition.

### **We provide the above NHS services on behalf of:**

Nottinghamshire ICB  
nnicb-nn.patientexperience@nhs.net  
0115 845 4545

### **Questions, comments, suggestions and complaints**

If you would like more information about any of the services we provide, please ask a member of staff or telephone the number on the front of this leaflet.

Our aim is to give the highest possible standard of service. Please tell us what you think about the service we provide at this pharmacy and any ways in which you think we can improve our services to you. If you have any comments, suggestions or complaints, please speak to a member of staff.

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 about this.

### **Access for people with disabilities**

**We offer the following access arrangements for our disabled patients to ensure they feel safe and confident within our pharmacy:**

- Step-free access – We will offer ramps for wheelchair users and those with mobility impairments.
- Wide aisles and clear pathways – Ensuring enough space for wheelchairs, mobility scooters, and walking aids.
- Lowered counters – Providing a designated area for seated customers to speak with staff.
- Accessible consultation rooms – Ensuring private discussions are possible for those with mobility needs.
- Good lighting and signage – Using large, clear fonts and high-contrast signs for visually impaired patients.
- Seating areas – Providing chairs with armrests for those who cannot stand for long periods.
- Disabled toilets – Ensuring facilities are wheelchair-accessible.

**We also offer services for patients with a disability:**

- Home Delivery Services – Free medication delivery for all patients including those who cannot visit the pharmacy.
- Medicine Use Reviews (MURs) – Support for those with learning disabilities or cognitive impairments to ensure they take medication correctly.
- Easy-Read & Large Print Labels – Providing accessible information for visually impaired patients.
- Multi-Compartment Compliance Aids (MCA) – Pill organisers/blister packs for those with dexterity issues or memory problems.
- Quiet Hours – Reducing noise levels and adjusting lighting for customers with autism or sensory issues.

### **Want to speak in private?**

We have a consultation room available if you'd like to discuss something in private. Just ask a member of staff to speak in private.

### **When we are closed...**

When the pharmacy is closed, if you urgently need medical help or advice, but it's not a life-threatening situation, contact NHS 111, by calling 111. Information can also be accessed at [www.nhs.uk](http://www.nhs.uk).

### **Threats of violence or abuse of our staff**

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve.

We may refuse to provide services to individuals or those accompanying those individuals who are violent, threaten violence, commit or threaten to commit a criminal offence or are abusive.

### **The pharmacy complies with...**

The Data Protection Act and the NHS code on confidentiality.

### **To find out more about the services we offer...**

Please ring our pharmacy contact number or come into the pharmacy and we will be happy to answer any questions.

### **If you wish to comment on those services, or make a complaint...**

You may ring our pharmacy contact number or come into the pharmacy and speak to the counter staff who will be able to attend to you appropriately. If it is a matter you wish to discuss personally with the pharmacist, please request this at the counter.

### **Contact details of the commissioner, i.e. the relevant Integrated Care Board as communicated to the contractor by the commissioner; and**

### **Other services we provide...**

#### ***Prescription collection and delivery service***

We offer a free prescription collection service from selected local GPs, and we can also deliver prescriptions to your home for free. Ask us for more information.

#### ***Medicines sales***

We keep a wide range of over-the-counter medicines and related products. Our staff members can help you to select the most appropriate products for your needs.

#### ***Emergency Supply***

If you need one of your regular prescribed medicines in an emergency, when you are unable to contact your doctor, we may be able to help. We can provide prescription-only medicine (POM) to a patient without a prescription in urgent situations. This is allowed under specific circumstances.

### **This pharmacy is owned by:**

H Malik Healthcare Ltd  
39 Trinity Street

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