

We are a Distance Selling Pharmacy (online or internet pharmacy) providing a full compliment of NHS essential services via telephone, video call and secure email. As an online pharmacy, we operate a delivery only service to you and your family anywhere in England. Some private services are available as well.

We are unable to provide any NHS essential pharmacy services face to face at our premises or in the vicinity of our premises.

We provide the following NHS funded essential services:

#### **NHS Dispensing**

We dispense and deliver NHS prescriptions for medicines and appliances (received by post, private collection service, Electronic Prescription service) nationwide with reasonable promptness and will give advice (both proactively and on your request) on how to get the best from your treatment/ medication.

We aim to dispatch all acute medication same day and repeat prescriptions within 2 working days of receiving a valid prescription. Contact us for more information.

#### **NHS Repeat Dispensing**

We can dispense and deliver NHS repeat dispensing prescriptions for medicines and appliances received by post, private collection service and Electronic Prescriptions.

#### **Medicine Containers**

We dispense all medication in child resistant containers unless you request us not to. All medicines should be kept out of reach and sight of children.

You can obtain advice on the safe storage of medicines from our pharmacist on duty within our opening hours. Appropriate containers will always be deployed to protect medication in transit to guarantee its stability and efficacy.

#### **NHS Unwanted Medicines**

We can collect all your unwanted medicines and safely dispose of them. We are only a phone call away to arrange a collection of unwanted medicines from you. We are unable to collect sharps, most GP surgeries and some local authorities can help.

#### **NHS Healthy Living Advice and Self-care**

Our pharmacist is available throughout the opening hours for advice on all medicines and minor ailments, over the phone.

We also offer advice on how to live a healthy life and support for self care over the phone, Email, or video call. You can visit our website for some information in this regard.

#### **NHS Signposting**

We can signpost you to other services for advice and help if we are unable to. Call us or Email for more information. Our website has information on where you can obtain help when we are closed.

#### **Patient Medication Records**

We keep records of all your prescriptions dispensed in a patient medication records on our secured computer.

We are fully compliant to the provisions of Data Protection Act and the NHS code of practice on confidentiality.

#### **Advanced services**

We provide the following NHS advanced services like new medicines service, discharged medicines service, [Flu vaccination](#), [Pharmacy first service](#) etc.

Please check our website for more details.

We provide these NHS services on behalf of:

NHS England

PO BOX 16738

Redditch

B97 9PT

[England.Contactus@Nhs.net](mailto:England.Contactus@Nhs.net)

Other Services we provide: Private Prescription Service, Ear syringing, travel vaccinations and retail sales.

Please contact the pharmacy by telephone or email for more information.

#### **Comments, Suggestions and Complaints**

We aim to provide the highest possible standard of service hence your feedback about the service we provide is particularly important to us. If you have any comments, suggestions, or complaints, please speak to a member of staff over telephone or send an email. We also randomly send community pharmacy patient satisfaction questionnaires by post or email to a proportion of customers for feedback on our service once every year.

A complaints procedure as part of the NHS system for dealing with complaints is also in place. Our Superintendent Pharmacist will give you further

information when requested via telephone or email  
[superintendent@net-pharmacy.co.uk](mailto:superintendent@net-pharmacy.co.uk)

An NHS Advocacy provided by NHS Independent Complaints Advocacy (ICA) is available to provide advice and support for people who wish to complain about the NHS.

The ICA telephone number is 0808 802 3000.

#### **Disabled Customers**

Sequel the Disability Discrimination Act (DDA) (superseded by Equality Act) we offer support to those with disabilities.

Where required we can provide:

- Medication in easy open bottles or in weekly medication packs
- Compliance reminder sheets or Compliance aids
- Large font labeling for medication.
- Communication in alternative formats or means.

#### **Safety Policy**

We work hard to provide you with the best possible service, please treat our team members 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. We reserve the right to contact the police if necessary.

#### **Outside our normal opening hours,**

health advice & information, including details of other local health services, is available around the clock from below sources.

- NHS choices at [www.nhs.uk](http://www.nhs.uk)
- NHS 111 telephone service by ringing 111 24 hours a day
- In an emergency dial 999

#### **Our Contact address:**

NetPharmacy,  
Unit 10J Dabble Duck Industrial Estate,  
Shildon, County Durham,  
DL4 2RA  
Telephone: 01388335397  
Email: [info@net-pharmacy.co.uk](mailto:info@net-pharmacy.co.uk)  
Website: [www.net-pharmacy.co.uk](http://www.net-pharmacy.co.uk)

#### **Opening Hours**

Monday-Friday 9:00am – 1pm, 2pm – 6pm  
Closed on Saturdays, Sundays & Bank holidays.

Superintendent Pharmacist:

Osarogie Asoro  
GPhc number 2072765

#### **Company Information:**

Zedsor Limited,  
Registration number 13268267.

