

Access for people with disabilities

As an online pharmacy, we provide services remotely and strive to make our offerings accessible to everyone. Please contact us to discuss any specific needs or accommodations.

Want to speak in private?

If you need a confidential discussion, please request a telephone or video consultation.

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.

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.

This pharmacy is owned by:

SLHQ PHARMA Limited, Unit A Potters Lane, Wednesbury, WS10 7LH



Providing NHS services

Potters Pharmacy

Unit A Potters Lane,
Wednesbury,
WS10 7LH

Telephone: 0121 820 6877

Potters.pharmacy@nhs.net

www.potters-pharmacy.co.uk

Opening hours

Monday - Friday 9am – 6pm

Saturday & Sunday : Closed

Lunch hour closed between 1-2pm

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 – Unfortunately Patients or their representatives may not return medicines directly to the pharmacy. Please contact your local pharmacy or contact Potters pharmacy on 0121 820 6877 to arrange collection.

Health advice and self-care - Our pharmacist and trained assistants are available to provide advice on all medicines and minor ailments, via telephone or video consultation. 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 on our website 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.

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.

We provide the above NHS services on behalf of:

**Black Country Integrated Care Board
Jubilee House Bloxwich Lane, Walsall
WS2 7JL blackcountry.icb.nhs.uk**

Questions, comments, suggestions and complaints

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

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. If you have a complaint to make about our service, please speak to the Manager to try and resolve the issue. If you are not satisfied, or, if you wish to bypass this step, you can contact our complaints manager at the following address:

Potters Pharmacy, Unit A Potters lane, Wednesbury, WS10 7LH