

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 fast and an efficient wholesalers 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.

NHS Unwanted Medicines service

It is very important for medication to be disposed in the correct manner. If you have excess/unwanted medication please contact the pharmacy to arrange for a suitable method of collection.

Health Advice and Self-care

The pharmacist and our trained assistants are available 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.

Promotion of healthy lifestyles

We provide healthy lifestyle advice to patients who have diabetes; or be at risk of coronary heart disease, especially those with high blood pressure; or who smoke; or are overweight.

We promote public health campaigns through our website and leaflets.

Signposting

We can direct you to other sources of advice and assistance if we cannot help you ourselves.

If you require any further information in the health and social care sector we are able to provide with a list of local and national departments that are able to help.

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
PO BOX 16378,
Redditch,
B97 9PT
Email: england.contactus@nhs.net

Other Services we provide:

Medicines sales

We keep a wide range of over the counter medicines and also vitamins and mineral supplements.

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 speak to a member of staff or contact the NHS England directly using the details provided in this leaflet.

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.

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

Call: 0115 962 9310

Disabled Customers

All of our services should be accessible to disabled customers.

Violent or abusive customers

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 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



Evercaring Pharmacy

Unit 4 Acorn House,
Longshot Lane,
Bracknell,
Berkshire,
RG12 1RL

Website: www.evercaring.uk

Telephone: +44 1344 300113

Email: contact@evercaring.uk

OPENING HOURS

Monday – Friday	9AM - 5PM
Saturday	9AM - 12PM

Evercaring Pharmacy is the trading name of **Dr Rani Ltd**

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Providing NHS services