



The Online Pharmacy



Your guide to this pharmacy

Information and advice

Your health is our priority

Providing
NHS services **NHS**

The Online Pharmacy can offer a wide range of services for you and your family. We dispense both NHS and private prescriptions, plus you can talk in confidence to a trained member of staff at any time.

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.

Information Recorded

Our pharmacy team will provide you with the highest quality of healthcare. To do this, they need to keep records about you, your health and the care we have provided or plan to provide to you. Information we may record includes:

- Basic details about you, such as address, date of birth, next of kin
- Records of medicines you have been prescribed by your doctor or another qualified prescriber, and which have been supplied by this pharmacy
- Details of medicines purchased from the pharmacy without a prescription (over the counter medicines)
- Other details and notes about your health and medical treatment
- Information relevant to your continued care from other people who care for you and know you well, such as other health professionals and relatives
- Details of drugs and appliances dispensed against NHS prescriptions as well as significant advice given and referrals made to other health professionals

This information will not be shared with anyone else except under the circumstances described below in 'Sharing information'.

Sharing Information

The information held about you will not be shared for any reason, unless:

- You ask us to do so
- We ask and you give us specific permission
- We are required by law. For example, prescribers must be notified where a patient presents a repeat prescription and the pharmacist becomes aware of clinically significant issues arising in connection with that prescription
- We are permitted by law. For example, where public interest overrides the need to keep the information confidential

The types of people we may ask you permission to share information with include your doctors (GP and hospital) and other health professionals such as nurses.

Your Rights

You have the right to confidentiality under the Data Protection Act 1998, the Human Rights Act 1998 and the common law duty of confidence (the Disability Discrimination and the Race Relations acts may also apply). We also comply with the NHS code of Practice on Confidentiality and have a requirement under the professional Code of Ethics to keep records about your confidentiality secure and accurate.

Viewing your health records

You have the right to ask for a copy of all pharmacy records about you. There may be a charge to have a printed copy of the information held about you. Your request must be made in writing. We will respond to your request within 40 days.

You will need to provide information in order for us to identify you (e.g. full name, address and date of birth). You will be required to provide ID (e.g. Passport or Driving Licence). If you think any information we hold on you is inaccurate or incorrect, please let us know.

Our NHS Services

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 fulfil all prescriptions promptly.

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.

Unwanted Medicines

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

Health Advice and Self-care

We can 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.

Medicines Use Review Service

We can help you understand your medicines, ensure they are working well for you, as well as how to take them correctly. This service is FREE to you, so ask the pharmacy team or pharmacist today for further details about the review of your medicines.

New Medicine Service

The New Medicine Service is a free service to help you get the most out of your new medicine to treat one of the following conditions:

- Asthma
- Lung conditions such as chronic bronchitis and emphysema
- Type 2 diabetes
- High blood pressure
- Conditions where you take a medicine to control the way your blood clots

The service will:

- Help you to find out more about the new medicine you are taking
- Help to sort out any queries you are having with your new medicine
- Give you a chance to ask questions about your medicine and discuss any concerns
- Help to improve the effectiveness of your new medicine. For example, there may be an easier or better way to take it
- Help you to make your own decisions about managing your condition
- Help you to improve your health, which could lead to fewer GP and hospital visits

Access arrangement for disabled customers

We are able to assist customers with disabilities including:

- Assessing medicine compliance needs of patients with disabilities
- Providing alternative forms of labelling or reminder charts
- Providing reasonable adjustment or support
- Providing multi-compartment compliance aids (if required)

Opening Times

Monday:	9.30am-5.30pm
Tuesday:	9.30am-5.30pm
Wednesday:	9.30am-5.30pm
Thursday:	9.30am-5.30pm
Friday:	9.30am-5.30pm
Saturday:	Closed
Sunday:	Closed

Address

The Online Pharmacy
Unit N2B Westpoint
Middlemore Lane West
Aldridge
WS9 8DT

T: 01922 743003

When we are closed

When this pharmacy is closed, health advice and information, including details of other local health services is available around the clock from NHS 111.

- Telephone NHS 111 by calling 111

Our team work hard to provide you with the best possible service

We reserve the right to refuse to provide services to individuals who act in a violent, threatening or aggressive manner.

Suggestions/Complaints

Our aim is to give the highest possible standard of service. If you have any comments, suggestions or complaints, please speak to a member of the team. 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.

We provide NHS services on behalf of:

NHS England Midlands & East, St Chads Court, 213 Hagley Road, Edgbaston, Birmingham, West Midlands, B16 9RG