

Blackwells Chemist & Travel Clinic

245, Croydon Road, Beckenham, Kent, BR3 3PS

Tel: 0208 650 0417 | Fax: 0208 150 6587

Website: www.blackwellschemist.co.uk

Email: blackwells.chemist@gmail.com



OPENING HOURS

Monday 9am-6pm Thursday 9am-6pm
Tuesday 9am-6pm Friday 9am-6pm
Wed 9am-1pm (early closing) Saturday 9am-5.30pm
Closed daily for lunch 1-2pm

Your Pharmacist and Owner is:

Mr Piyush N Amin MRPharms

Providing NHS Services



As your local community pharmacy, we can offer a wide range of services and facilities for you and your family.

Dispensing

We dispense NHS prescriptions issued by your doctor or sent electronically, 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 fill all prescriptions promptly.

Repeat Dispensing

We can dispense NHS repeat dispensing prescriptions issued by your doctor or sent electronically 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.

NHS Unwanted Medicines service

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

The pharmacist and our trained assistants are available for 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 and support to help you stop smoking and healthy eating.

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

Want a quiet word?

We have a consultation area available if you'd like to discuss something in private.

Free NHS Medicines Use Reviews

This is a medicine check-up service, which is useful if you regularly take several prescription medicines or are on medicines for a long-term illness. This confidential NHS service will help you to find out more about your medicines, identify any problems you may be having with them and help you to take your medicines to best effect.

Free NHS New Medicine Service

When you are prescribed a medicine to treat a long-term condition for the first time, the pharmacist will support you to use the medicine safely and to best effect.

The pharmacist will talk to you approximately 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. The service is only available to people using certain medicines; our pharmacist will give you details and offer this free NHS service, if this is available to you.

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 can also access your GP summary care record with your permission.

We provide the above NHS services on behalf of:

Bromley CCG, 1st Floor, Beckenham Beacon, 379 Croydon Road, Beckenham, BR3 3QL. Tel: 01689 866544

Other Services we provide:

- **Prescription Collection & Delivery Service and Electronic Prescription Service**

We offer a repeat prescription collection, or electronic downloads of your prescriptions, & free local delivery service for selected local GP practices. Allow 48 hours from order to delivery. Your consent is required. Please ask for details.

- **Medicines sales**

We keep a wide range of over the counter medicines, vitamins and mineral supplements, homeopathic & aromatherapy supplies. We also keep medical equipment such as blood pressure monitors.

- **Private consultations**

Our trained professionals are at hand to offer private consultations. An appointment is not necessary to access this service.

Other Health Checks and **TAILORED TRAVEL CLINIC**

<ul style="list-style-type: none">• Chlamydia testing & treatment• Emergency hormonal contraception• Needle exchange• Palliative care supplies• Blood pressure monitoring	<ul style="list-style-type: none">• LASER LIPOLYSIS CLINIC• Living Aids to support disabilities• Smoking cessation• Flu vaccination service is available in winter.
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- **Travel Clinic** where we can advise on medical requirements for travellers, and supply travel medicines such as:

<ul style="list-style-type: none">• Anti-malaria• Anti-diarrhoea• mountain-sickness• travel vaccines including:• Yellow Fever• Hepatitis A & B• Meningitis	<ul style="list-style-type: none">• Rabies• Typhoid• Jap Encephalitis• Tetanus• Shingles• Malaria Tablets without Prescription, etc.
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- **Emergency supplies**

If you need one of your regular medicines in an emergency we may be able to help. This service may incur a charge.

If you would like any more information about the services we offer, please ask a member of staff.

- **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.

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 Complaints Manager: Mr. Japal (Jaz) Cheema will give you further information.

You may also seek advice from the local Patient Advice and Liaison Service (PALS). PALS are not part of the complaints procedure itself but they might be able to resolve your concerns informally or they can tell you more about the complaints procedure and independent complaints advocacy services (ICAS).

- **If you have concerns about the pharmacy service, please contact:**

NHS England: england.contactus@nhs.net Or Telephone 0300 311 2233.

- **PALS**

PALS can give you advice on how to make a complaint. PALS are not medical teams. If you have an immediate health problem please call NHS 111 or contact your GP.

- **Contacting PALS**

Get advice- [contact Primary Care PALS by email at NHS England](#) or call them on 0300 311 2233.

- **Disabled Customers**

Easy access via automatic sliding doors for all wheelchair users is available for Pharmacy customers

- **Service Focus**

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 this pharmacy is closed, please contact NHS direct for any health problem advice and details of other health services,

NHS Direct, is available 24 hours a day. Call 0845 4647 or visit www.nhs.uk/nhsdirect
Dial 111-Patients can use this number when they need medical help or advice and it's not urgent enough to call 999. NHS 111 operates 24/7, 365 days per year and is free to use from a landline and a mobile.