

# As your Internet Pharmacy, Elliotts Pharmacy Brooks Bar can offer a wide range of services and facilities for you and your family.

## 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 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.

## 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.

## NHS 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. Self Care information is also available on our user friendly website: [elliottsparmacyonline.co.uk](http://elliottsparmacyonline.co.uk) We can also direct you to other sources of advice and assistance if we cannot help you ourselves.

## 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 interactions between medicines and will help us deal with any queries you may have.

We comply with the GDPR (Formerly 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:

Greater Manchester Integrated Care Board (GMICB) contact details

- **Telephone:** 0161 357 1598
- **Email:** gm.icp@nhs.net
- **Address:** NHS Greater Manchester, Tootal, 56 Oxford St, Manchester M1 6EU
- **Customer Services:** To contact them for local service issues you can email [gmicb-old.customer@nhs.net](mailto:gmicb-old.customer@nhs.net).

## Other Services:

### Repeat Prescription Service

We offer a repeat prescription service. Please ask our pharmacist for further details about this.

### Medicines Sales

We stock a vast range of over the counter medicines, vitamins and mineral supplements and other health & beauty products, please visit [elliottsparmacyonline.co.uk](http://elliottsparmacyonline.co.uk) for further information.

### Holiday Healthcare

We can advise on medical requirements for travellers, including anti-malaria treatments. We also stock a range of sun care creams, bite and sting relief creams, flight socks and over the counter travel sickness remedies.

We also provide Care Home Services, Home Delivery Services and a Gluten Free Food Supply Service. Please email or call to discuss these NHS enhanced services.

#### **Private Prescriptions**

We can dispense private prescriptions as prescribed by your doctor. Please call our team on: **0161 510 0455** with details of your prescription for more information including up to date prices.

If you would like any more information about any of the services mentioned in this leaflet, please call us on 0161 510 0455

#### **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 suggestions, comments or complaints please speak to a member of staff either by calling Elliotts Pharmacy on 0161 510 0455 or alternatively you can email us on [info@elliottsparmacyonline.co.uk](mailto:info@elliottsparmacyonline.co.uk)

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.

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:

Or you can complain to the commissioner of our services which is Greater Manchester Integrated Care Board (GMICB) contact details **Telephone:** 0161 357 1598, **Email:** [gm.icp@nhs.net](mailto:gm.icp@nhs.net), **Address:** NHS Greater Manchester, Tootal, 56 Oxford St, Manchester M1 6EU. **Customer Services:** To contact them for local service issues you can email [gmicb-old.customercare@nhs.net](mailto:gmicb-old.customercare@nhs.net).

Our staff work extremely 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, for any health problem advice and details of other health services, contact NHS Direct, 24 hours a day.

Call **111** or visit: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

Elliotts Pharmacy Brooks Bar,  
175A Chorlton Road,  
Manchester,  
M16 7WS

**Tel: 0161 510 1010**

Email: [info@elliottsparmacyonline.co.uk](mailto:info@elliottsparmacyonline.co.uk)

GPhC Premises Registration Number: xxxxxxxx

**OPENING HOURS:** Monday – Friday: 9am – 5pm |  
This pharmacy is owned by: Elliotts Enterprises Ltd.