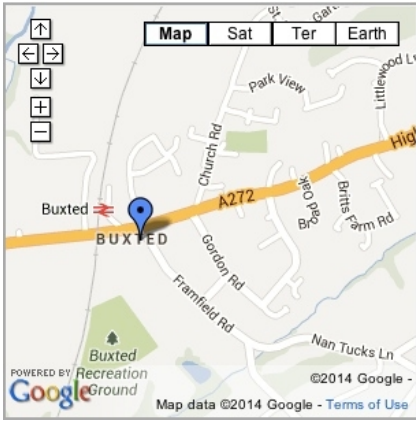


Patient Satisfaction

We are fully committed to providing you with the highest standards of customer care. We welcome your feedback and so, please provide any comments, suggestions, compliments or complaints to a pharmacy colleague. Alternatively, you may wish to contact the Pharmacy Superintendent.

Alternatively, advice and support is available from your local Patient Advice and Liaison Service (PALS) on 0300 1000 891. An Independent Complaints Advocacy Service (ICAS) is available to provide advice and support for NHS services on 0330 440 9000.

Contact Us



Buxted Pharmacy
Buxted Medical Centre
Framfield Road
Buxted, East Sussex
TN22 5FD

Tel: 01825 732333
Fax: 01825 732072

Opening Hours

Monday	08:00	-	18:30
Tuesday	08:00	-	18:30
Wednesday	08:00	-	18:30
Thursday	08:00	-	18:30

Friday	08:00	-	18:30
Saturday	CLOSED		
Sunday	CLOSED		

NHS Direct

When the pharmacy is closed, health information is available 24 hours a day from the following resources:

- www.nhsdirect.nhs.uk
- NHS 111 telephone service
- Out of hours pharmacy services may be obtainable through the local press or via NHS Choices on www.nhs.uk

NHS Commissioning

Service Commissioning <http://www.england.nhs.uk/south/south/ss-at/>

Care Commissioning Group <http://www.highwealdle weshavensccg.nhs.uk>

BUXTED PHARMACY

Practice Leaflet

Providing NHS Services to our Community

The Pharmacy Team

The pharmacy team includes pharmacists, pharmacy technicians/assistants and medicine counter assistants. Our multidisciplinary pharmacy team aims to provide you with a high quality pharmacy service, advice with how to use your medicines effectively and lifestyle advice.

Our Services

- NHS Dispensing
- Private Prescription Dispensing
- Repeat Dispensing
- Prescription Collection Service
- Safe Disposal of Medicines
- Sale and Supply of Pharmacy Medicines
- Support for Self-Care
- Support for disabilities
- Computerised Records
- Signposting to other Healthcare Professionals
- Promoting Healthy Lifestyles
- Weight Management
- Blood Pressure
- Smoking Cessation
- Chlamydia Screening
- C-Card Services
- Emergency Contraception
- Flu Vaccination
- Medicines Use Reviews (MUR)
- Asthma MUR Checks
- New Medicines Service (NMS)

*Further services may be provided, please contact the pharmacy (number overleaf)

Leaflets and Information

We provide a range of leaflets and information from the pharmacy and supply you with product information leaflets for every dispensed item. We can also provide you with health information from www.patient.co.uk

Emergency Supplies

If you need one of your regular medicines in an emergency when you are unable to contact your doctor, we may be able to help. We must stress that this service can only be provided in exceptional circumstances and may incur a charge even if you do not pay for your prescriptions.

Patient Medication Records

We aim to provide the highest quality healthcare. To facilitate this, we would need to maintain electronic records of you and your healthcare. Information would include, your name and address, what medicines are dispensed to you, details of pharmacist interventions including details relating to your health and medical treatment.

The information will not be shared for any reason unless:

- You ask us or give us permission to.
- If we are required to by law.
- We are permitted by law, where the public interest overrides the need to keep the information confidential.

Types of people who may require information may include for example your GP, Hospitals. Anyone who received this information from us also has a legal duty to keep this information confidential.

Data Protection and Confidentiality

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 Equality Act 2010 may also apply). We also comply with the NHS Code of Practice and Confidentiality. Pharmacists and Technicians have a requirement under their professional standards conduct, ethics and performance to keep records about you confidential, secure and accurate. You have the right to ask for a copy of your pharmacy records. Your request must be made in writing to the Pharmacy Superintendent and we are required to respond to your request within 40 days. You will need to suitably identify yourself as well as provide identification prior to releasing information to you.

Support for People with Disabilities

We will provide assistance via an initial assessment, to improve your compliance with medicines as required by the Equality Act 2010. This may include alternative labelling, compliance aids or dosset boxes.

Care of Medicines

All medicines are supplied in child-resistant containers unless you request us not to. Please remember to keep all medicines out of the reach and sight of children. Always follow the instructions upon your label and never share prescribed medicines with other people. The pharmacist can advise you on the safe storage of medicines. Please return any unwanted medicines to the pharmacy for safe destruction.

Respect Us

The Pharmacy team work hard to provide you with high quality services. Please be respectful and courteous at all times. Aggressive, violent and threatening behaviour towards our colleagues or other customers will not be tolerated. Such behaviours will be reported to the police.