

Crawley Down Pharmacy

Practice Leaflet

Opening Times

	Open	Lunch	Close
Mon	9.00am	1.00- 2.00	6.00pm
Tue	9.00am	1.00- 2.00	6.00pm
Wed	9.00am	1.00- 2.00	6.00pm
Thu	9.00am	1.00- 2.00	6.00pm
Fri	9.00am	1.00- 2.00	6.00pm
Sat	9.00am		1.00pm
Sun	closed		
Bank Hol.	closed		



Address
14 Old Station Close
Crawley Down
West Sussex
RH10 7TW
Tel: 01342 716970
Fax: 01342 716970



NHS Dispensing

You can choose how you want your prescription to be dealt with. You can organise for us to collect your prescription from your surgery, or you can collect it yourself. If we collect it, then it will be ready within 48 hours for you to pick up, depending on your surgery's repeat prescribing policy. If you bring it in yourself, depending on the time of day, the script should be ready within 10 minutes or so. If you qualify, we may be able to provide you with an aid to taking your medicines - Ask at the counter or talk to the Pharmacist.

Repeat Dispensing

If you are a suitable candidate for this service your GP will be able to send enough prescriptions to cover up to twelve months treatment. You will still have to come back to the pharmacy for each supply but you will avoid the need to ask the GP for a new prescription every month. You can, of course visit your GP any time you feel unwell as normal

Collection and Delivery Service Collection

Collection

This pharmacy operates a prescription collection service from our local surgeries. When you next request your prescription, ask for it to be sent to Crawley Down Pharmacy. We will then collect your prescription, dispense it and have your medication ready for collection at our pharmacy. (Your surgery will require 48 hours to send a prescription to the pharmacy)

Delivery

We offer a delivery service to all our patients. If you would like this service let the pharmacy know and a note will be made on your medical records so that all prescriptions collected from the surgery for you will be automatically delivered to you.

Nursing Homes

We provide a service to nursing homes. Please ask a member of staff.

Electronic Transfer of Prescriptions (ETP)

In the foreseeable future (pilots are already running) your GP will be able to send your prescription securely via electronic links to the pharmacy of your choice. Our computers are capable of receiving these prescriptions which will make life much easier for you by reducing visits to the GP. Speak to your pharmacist.

Problems taking your medication?

We can provide a variety of systems to help you - some you need to pay for and some are provided by the NHS. For further details ask any member of staff.

Safe Storage and Use of Medicines

Medicines are designed to help you with your symptoms but they can be damaging if they are not stored correctly or get into the wrong hands. So here are some simple rules to keep

you and your medicines safe

- a) Store them in a cool, dry, dark place, not in the bathroom or kitchen, unless otherwise instructed
- b) Keep them out of the reach of children. If possible keep a childproof lid on the bottle
- c) Eye, ear and nose drops and creams should always be thrown away a month after opening
- d) Always check the expiry date on the box or bottle. Discard, by taking them to your nearest pharmacy, if this has past.
- e) Read the instructions on the label and make sure you follow them.
- f) Read the patient leaflet that comes with the medicine to see how it should be stored, any thing you have to be careful about while taking the tablets i.e. avoiding sunlight, and any side effects you might expect
- g) Drinking while you are on medication is not a good idea in general and especially bad with some tablets, so ask your pharmacist if you are concerned
- h) Some tablets individually or in combination can affect your reaction time so you must take care if you are going to drive or operate machinery
- i) Your tablets have been prescribed for you with your symptoms, they are not designed to be given to other people, who may have other conditions or medications that would react badly to your tablets. So please don't share
- j) If you have a minor illness that you want to buy a medicine for, always check with the pharmacist when you are purchasing, that it will not interfere with any tablets you are on from the doctor

Advice

Availability

If you are too busy to arrange an appointment to see your doctor or feel your problem is not severe enough to talk to the GP, you can always call in to our pharmacy. There you will be seen, in private if required, by a highly qualified healthcare professional who can give advice and if necessary supply a remedy or refer you on to a very wide variety of National and local services, if your problem requires further help.

Out of Hours

The local police keep a list of emergency pharmacy cover so you can have access to a pharmacist when the shop is closed. You can also check on the NHS gateway (www.nhs.uk) where you can search out the opening times of local pharmacies.

Lifestyle Advice

With all the information about the best way to live your life constantly being updated, our pharmacist will help you decide what the risks/ benefits are for various diets, exercise regimes, alternative therapies etc

With the ever changing views on how to keep healthy, we can provide an independent source of information on how best to look after yourself and your family

Managing Long Term Conditions

If you are one of the many people suffering from a long-term illness like diabetes or asthma, our pharmacist can help you with controlling the symptoms, checking your drugs are working and that you are not suffering from side effects. They can also tell you about non-pharmaceutical advice that can improve your quality of life

We can help monitor the various tests that your illness may require and explain what it all means in simple terms

Healthcare Advice

For minor illnesses or reassurance, you can ask our pharmacist for assessment and treatment or referral to the GP if necessary

Embarrassing Problems

Privacy

We have a private area where you cannot be overheard by the public or our staff.

Website

You can interrogate our Website system with anonymity

Sexual Health

Emergency Hormonal Contraception (EHC)

If you have had a mishap with your partner and are concerned about becoming pregnant you can buy Emergency Hormonal Contraception from us, but only if you are over 16. They do unfortunately cost approximately £25.

Pregnancy

You will be advised on a wide range of topics which concern you when you are pregnant and once you have given birth

Men's Health

Everything from sports injuries to Athletes foot to hair regrowth products

Women's Health

Everything from a boost when your rushed off your feet to menopause advice to the best remedies for your arthritis we are there to help you

Medicines for Children

When your little darlings are under the weather and just need something to help them over the worst of their symptoms we can tell you what's best for them

Medicines for the elderly

Elderly people have special needs when it comes to medicines. Our pharmacist will be able to advise you what is most effective and safe for you

Travel Health

We can provide you with a comprehensive service when you are planning foreign travel including advice on vaccination and malaria prophylaxis, skin protection products, etc

Complementary Therapies

There are so many Complementary and Alternative medicines around that it is very hard to know good from bad. You can trust us for good, independent advice

Health Screening

Blood Pressure

Or are you worried about your blood pressure? We can check yours quickly and privately and advise you on any further action needed

Blood Sugar

There are an estimated million people in the UK alone who have type 2 diabetes but have not been diagnosed. Are you one of those? We can test your blood and though a single blood glucose measurement is not easy to interpret, it could be a signal to visit your GP.

Cholesterol

How's your cholesterol? Too much can lead to "furring up" and may lead to a heart condition but you can adjust your diet to help. We can explain the best diet for you. If the result is too high your Doctor will be able to help

Signposting

Problems for specialists

If you are looking for help in the health or social service sector, we can provide a list of departments that should be able to help. Also we have lists of local and national organisations who can help you

Computerised PMR

You may have noticed that we record all items that you bring in on our computerised Patient Medication Records (PMR). Our computers alert us to any drug interactions or unusual doses. They keep track of what you collected and when, and of any items we may have owed you from your last prescription

Accessibility

You don't have to make an appointment to see our pharmacist. You can just drop in and have a chat about any health related problems that may be bothering you or your family. This pharmacy is one of many that are within walking distance from where patients work or live. It is open for at least 40 hours a week and often many more

Access

We do all we can to ensure easy access to all our patients. However if you have any problems getting to our premises or while you are actually in the pharmacy, please do not hesitate to contact a member of staff or call us on the above number

Confidentiality and information disclosure

Caldicott

We follow the principles of the Caldicott report into confidentiality in the NHS. All our staff must follow these principles, failure to do so being a disciplinary matter.

Data Protection Act

The information we collect as we record your medication is subject to the data protection act.

Freedom of Information Act

Our policy on this is available on request in our pharmacy

Confidentiality

We are subject to the same guiding principles of confidentiality that your GP is. We take your privacy very seriously. Any breach of patient confidentiality by any member of staff is a disciplinary matter.

Privacy

Embarrassing Problems

If you are even slightly embarrassed we can chat about your problem in our private room. We appreciate your concerns and having "heard it all before" we will give you objective advice.

Personal Records

Only our pharmacists and senior dispensary staff have access to your patient records and that only extends to your medication record and not at this time the GP records.

Complaints and Compliments

If you have any queries about any aspect of this pharmacy (good or bad!) please do not hesitate to let us know. You can tell us any way you like; face to face, in writing, by telephone, letter, fax, eMail, text message etc. If it is something we are doing wrong, then you will do us and all our customers a favour if you give us a chance to fix it. If it is something we are doing right we'll go right ahead and use it in our advertising! We will periodically be sending you questionnaires to find out how satisfied you are with our service, so that is another way you can let us know

Complaints

If you are dissatisfied with any aspect of the service provided by this pharmacy, please contact the pharmacist in charge. If you are still not happy then you may contact the owner or the PCT complaints system

Disposing of Unwanted Medicines

These days it is very important not to throw any unused medication down the loo or in the bin. To help you get rid of this problem, your local pharmacist will now accept any medication that you or your family do not need. Just drop it in next time you are passing. We regret that unwanted medicines cannot be accepted from nursing homes.

Specialist Services

Our pharmacy will now provide a variety of specialist services to help improve the health of our local community e.g. Smoking Cessation, Helping local schools and Emergency Hormonal Contraception.

Methadone services

If you are struggling to stay away from your drug addiction, we can help by dispensing your methadone prescription in a non judgemental way. We understand that you have many problems that have led you down this route, many not your fault, and that you are trying your best to recover. However, unfortunately, experience has taught us that many of your fellow addicts can cause problems so we do have strict but reasonable rules that we will ask you to follow while you are collecting your prescription from us.