

Special Care Products

We can order products from home health catalogue which are designed to make life easier for the elderly and disable people. We stock incontinence products and first aid equipment. Stoma products and gluten free products are available on order. We supply support stockings and they can be made to measure if required.

Pet Medicine

We stock Frontline cat and dog flea treatment and Drontal for worm treatment. We can dispense veterinary prescriptions if they are prescribed generically.

Diagnostic Testing Kit

We sell pregnancy and ovulation test kits, blood pressure monitors and diabetic meters. Chlamydia testing kit and treatment are now available.

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 direct.

You can use:

- *NHS Direct online at www.nhsdirect.nhs.uk*
- *NHS Direct Interactive on digital Satellite TV*
- *The NHS Direct telephone service. Call 0845 4647*

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 staff will give you further information.

You may also seek advice from the local Patient Advice and Liaison Service (PALS).

*PALS - Berkshire West PCT
Tel: 01189 822829*

PALS are not part of the complaints procedure itself, but they might be able to resolve your concerns informally or tell you more about the complaints procedure and independent complaints advocacy services.

An independent complaints advocacy service (ICAS) is available to provide advice and support for people who wish to complain about the NHS.

ICAS - Tel: 0207 3798598

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



Downland Pharmacy
East Lane
Chieveley
RG20 8UY
Tel: 01635 248251
Fax: 01635 247261

OPENING HOURS

Monday-Friday 9am - 6pm
Closed for lunch 1pm - 2pm

Superintendent Pharmacist
Ms. Connie Kon

This pharmacy is owned by:
Downland Services Limited
East Lane
Chieveley
RG20 8UY

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 and private prescriptions and will give advice on how to get the most benefit from your medicines.

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 request us not to. Please remember: keep all medicines out of 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

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:

- how to stop smoking
- healthy diets.

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

Medicine Use Reviews

You can make an appointment with our pharmacist to discuss how you are getting on with your regular medicines. It will allow you to learn more about your medicines and ask any questions you may have, and if you are having difficulties taking your medicines our pharmacist may be able to assist.

Ask for more details on this service.

Stop Smoking Service

We offer a free, 6 week programme of advice and support from a trained 'Stop Smoking' adviser combined with 12 week supply of nicotine replacement therapy. One NHS prescription charge is payable unless you are exempt.

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.

We provide these NHS services on behalf of :

*Berkshire West Primary Care Trust
57-59 Bath Road
Reading
Berkshire
RG20 2BA
Tel: 01189 503094*

Other Services we provide:

Repeat Prescription Collection Service

We offer a repeat prescription collection service from Downland Practice. Please tick what you want on your repeat slip, then put it into the collection box at the dispensary. You collect your prescriptions and can have them ready at the pharmacy in 3 working days.

Medicine Sales

We keep a wide range of over the counter medicines and also vitamins and mineral supplements.

Holiday Healthcare

We can advise on the following: malarial prevention; vaccinations; travel sickness medicine; insect repellents; mosquito nets; flight socks; sterile injection packs.

We take care of your health when you plan your holidays.

Emergency Contraception

We sell Levonelle Pill in the pharmacy. We also provide free emergency contraception to girls aged 13 to 19 when an accredited pharmacist is working. Please ask staff for advice.

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 this can only be used in genuine emergencies and it may incur a charge.

If you would like any more information about any of the services mentioned, please ask a member of staff or telephone the number on the front of this leaflet.