

OTHER SERVICES WE PROVIDE:

Travel Clinic - We offer a wide range of travel vaccinations at our pharmacy. If you need vaccinations for travel purposes or occupational health, we are well placed to help you.

Our travel vaccination pharmacists will take you through a consultation to establish your vaccination needs and requirements. We also offer anti-malarials which can be dispensed at the same appointment.

Prescription collection and delivery service - We offer a free prescription collection service from selected local GPs, and we can also deliver prescriptions to your home for free if applicable. Ask us for more information

Medicines sales - We keep a wide range of over-the-counter medicines and related products. Our staff members can help you to select the most appropriate products for your needs.

Emergency supplies - If you need one of your regular prescribed medicines in an emergency, when you are unable to contact your doctor, we may be able to help. This can only be done in genuine emergencies and it may incur a charge.

Private Consultations - We also have an in-house qualified independent prescriber who is able to hold a private consultation and prescribe a suitable medication if necessary.



Questions, comments, suggestions and complaints

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

Our aim is to give the highest possible standard of service. Please tell us what you think about the service we provide at this pharmacy and any ways in which you think we can improve our services to you. If you have any comments, suggestions or complaints, please speak to a member of staff.

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 about this.

Access for people with disabilities

Step free access is available.

Want to speak in private?

We have a consultation room available if you would like to discuss something in private. Just ask a member of staff to speak in private.

When we are closed...

When the pharmacy is closed, if you urgently need medical help or advice, but it's not a life-threatening situation, contact NHS 111, by calling 111. Information can also be accessed at www.nhs.uk.

Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve.

We may refuse to provide services to individuals or those accompanying those individuals who are violent, threaten violence, commit or threaten to commit a criminal offence.

NHS

Providing NHS Services



MASWELL PARK PHARMACY

Maswell Park Pharmacy,
6 & 6 A Central Avenue
Hounslow, Middlesex, TW3 2QH

Telephone
0208 755 1909

Email address
maswellpark@gmail.com

Website
www.maswellparkpharmacy.co.uk

Opening hours
Monday - Friday: 9am – 6pm
Saturday: 9:30am – 2:30pm
Sunday: CLOSED

As your local community pharmacy, we can offer a wide range of services for you and your family. This leaflet provides information about our services.

NHS SERVICES WE PROVIDE:

Dispensing prescriptions - We dispense NHS prescriptions (paper and electronic) and will give advice on how to get the most benefit from your medicines. We keep a comprehensive stock of medicines and use an efficient wholesaler service to enable us to dispense all prescriptions promptly. We can also dispense NHS repeat dispensing prescriptions. Ask us for more information about this service. Our staff can also 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 - Our pharmacist and trained assistants are available to provide 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 on how to stop smoking or healthy diets. We meet Healthy Living Pharmacy standards and have a dedicated health promotion zone located within our store where you can get information on local public health issues. We can also direct you to other sources of advice and assistance if we cannot help you ourselves.

Discharge Medicines Service - In hospital, the medicines you take may be changed, or new medicines prescribed. With your consent, we may be informed of these changes so that we can provide advice and support to you with the medicines you will be taking after your visit to the hospital. We can also liaise with the hospital and your doctor, if this is necessary. Ask us for more information about this service.

New Medicine Service - When you are prescribed a medicine to treat one of a range of long-term conditions for the first time, the pharmacist will support you to use the medicine safely and to its best effect. Our pharmacist will talk to you about one to 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. Our pharmacist will give you details and offer this free NHS service, if this is available to you.

Flu Vaccination Service - Each year we provide an NHS flu vaccination service to people aged 18 years and older who are eligible to receive a free vaccination. Ask us for more information about eligibility for this service.

Pharmacy First Service - We can now help you with seven common conditions: Sinusitis (Adults and children aged 12 years and over), Sore throat (Adults and children aged 5 years and over), Earache (Children aged 1 year to 17 years), Infected insect bite (Adults and children aged 1 year and over), Shingles (Adults aged 18 years and over), Urinary tract infection (Women aged 16 to 64 years) and Impetigo (Adults and children aged 1 year and over).

NHS Blood Pressure checks service - High blood pressure, also called hypertension, is a condition which can be controlled to reduce your risk of a heart attack, stroke or other cardiovascular disease. We are offering free NHS blood pressure checks to people aged 40 and over with no appointment necessary. This involves a consultation with our pharmacist. Following this, you may be invited to take home a monitor that measures your blood pressure as you go about your daily life. Depending on your readings, you may be referred to your GP. Ask us for more information about eligibility for this service.

Patient records - We keep records of all your prescriptions dispensed by us, as well as records of other services we provide to you. Our pharmacy professionals also consult records to support your care, such as NHS summary care records or local shared care records.

Our use of records 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 on confidentiality. If you want to discuss the records we keep, please speak to a member of staff.

Pneumonia Vaccine - Pneumonia vaccine protects against serious and potentially fatal pneumococcal infections. We offer private pneumonia vaccine and also NHS pneumonia vaccine

Additional Services due to COVID-19 - We may provide additional NHS services as part of the NHS response to COVID-19. Please ask us for further information.

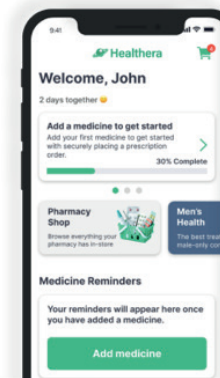
We also provide Chlamydia screening, Supervised consumption of medicines, Needle Exchange, Free Emergency Contraceptive Pill (also called the morning after pill) to eligible patients.

We provide the above NHS services on behalf of:
NHS North West London Hounslow House, 5th Floor
7 Bath Road, Hounslow, TW3 3EB Tel: 020 3350 4200
Email: nhsnw1.hounslow@nhs.net

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is on the "Healthera" app

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