

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 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.

Patient Advice and Liaison Service (PALS)

Freepost; RLTC-SGHH-EGXJ
The Old Stables,
Grey's Yard
Morpeth
Northumberland NE61 1QD
Tel: 0800 032 0202
E-mail: northohtynepals@nhct.nhs.uk

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

Independent Complaints Advocacy Service (ICAS)

Churchill House
12 Mosley Street
Newcastle upon Tyne NE1 1DE
Tel: 0845 120 3732

Disabled Customers

The pharmacy has dedicated parking for disabled customers and is equipped with automated doors, toilet and sufficient space in the waiting area.

You can help us

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.

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 TV**
- **The NHS Direct telephone service. Call 0845 4647.**

Where to find us



Morpeth Pharmacy
Wellway, Morpeth,
Northumberland, NE61 1BJ
Tel/Fax: 01670 510005
Web: www.wellwaypharmacy.co.uk

Free P parking
For all patients day or night.



Morpeth's local pharmacy

Free P parking
For all patients day or night.



Opening Hours

Open late and all weekends for your convenience
MONDAY TO SATURDAY 7am - 10pm
SUNDAY 8am - 6pm



Extended Opening hours
Open late and all weekends



Tel: 01670 510005
www.wellwaypharmacy.co.uk

Providing NHS Services **NHS**



As your local community pharmacy

we 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 for patients from all practices. We keep a comprehensive stock of medicines and use fast and 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 request us not to. Please remember: keep all medicines out of reach and sight of children. Our team 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. You can use a MeDispose® bag available from our pharmacy for this purpose.

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, advice on how to stop smoking or healthy diets. We can direct you to other sources of advice and assistance if we cannot help you ourselves.



Prescription MOTs

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 team may be able to assist. Ask for more details on this service.

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 the above services on behalf of: Northumberland Care Trust

Merley Croft
Loansdean
Morpeth
Northumberland NE61 2DL
Tel: 01670 394400
www.northumberlandcaretrust.nhs.uk

Other Services we provide:

Prescription Collection & Delivery

We offer a repeat prescription collection service from all surgeries in Morpeth. Please ask for details. We can also deliver your medicines if you are unable to visit us.

Our delivery service covers areas in and around Longhorsley, Morpeth, Ashington, Lynemouth and Newbiggin.

Medicines Sales

We keep a wide range of over the counter medicines and also vitamins and mineral supplements. We can also order any product upon request.

Private Prescriptions

We dispense private prescriptions at competitive prices for a range of treatments and health supplements.

Specialist Equipment and Testing Kits

We can supply a range of equipment for health maintenance such as BP Monitors, Blood Glucose Meters, Weighing Scales, Pregnancy Testing Kits, etc.

Holiday Healthcare

We can advise on medical requirements for travellers, including anti-malaria treatments.

Prescription Synchronisation

At the end of the month, are you left with lots of some tablets and not enough of others? We can help you put this right to save you time.

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. Remember that we are here to help you every day including weekends so get in touch with us as soon as you can.

We must stress that this can only be done in genuine emergencies. We DO NOT charge for this service if you are registered with any of the local GP practices.

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



Free Stop Smoking Service
Ask our pharmacist for details



Plan your medicines better
Talk to our pharmacist for details



Tel: 01670 510005
www.wellwaypharmacy.co.uk