

### 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 in the first instance.

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.

### Want to speak in private?

We have a consultation room available if you'd 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](http://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.

### We provide the above NHS services on behalf of:

NHS Greater Manchester Integrated Care Board, 4th Floor, 3 Piccadilly Place, Manchester M1 3BN



**Providing NHS services**

**M8 PHARMACY**

5 DELAUNAYS ROAD  
CRUMPSALL  
MANCHESTER  
M8 4QS

Telephone

[m8pharmacy@gmail.com](mailto:m8pharmacy@gmail.com)

[www.m8pharmacy.com](http://www.m8pharmacy.com)

### Opening hours

Monday - Friday 9am – 5:30pm  
**(CLOSED FOR LUNCH 1pm – 1:30 pm)**

**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 and your pharmacy, so please keep this safe.**

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

**Pharmacy first** – At M8 pharmacy we can provide immediate access to essential clinical treatments without the need for a GP appointment. Our experienced team will evaluate your symptoms and offer expert advice on the most appropriate treatment options. If needed, we can promptly issue prescriptions, ensuring you receive the necessary medication without any delays for 6 common conditions. The 6 conditions we cover are impetigo, infected insect bites, shingles, sinusitis, sore throat and uncomplicated urinary tract infections.

**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 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 a range of long-term conditions for the first time, the pharmacist will

support you to use the medicine safely and to best effect. 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.

**NHS Blood Pressure checks service** - 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. 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.

## Other services we provide:

**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**. Ask us for more information.

**Medicines sales** - We have an easy to use website selling a wide range of over-the-counter medicines.

**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.