

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 a fast and an efficient wholesaler service to enable us to dispense all prescriptions promptly.

This includes access to the electronic EPS prescription service. **Medicines are sent by Royal Mail or Courier signed for delivery only.**

We can also dispense NHS repeat dispensing prescriptions. Ask us for more information about this service.

All medicines are dispensed in child resistant containers unless you ask us not to.

Please remember: **keep all medicines out of the reach and sight of children.** Our staff can advise you on safe storage of medicines.

Unwanted medicines

Please return all unwanted medicines to your local pharmacy where they will dispose of them safely or contact us on 01727 620127 for further advice

Health advice and self-care

Our pharmacist and trained assistants are available to provide advice on all medicines and minor ailments by telephone, email. 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.

New Medicine Service

When you are prescribed a medicine to treat a long-term condition for the first time, the pharmacist will support you via phone/email to use the medicine safely and to best effect.

The pharmacist will talk to you via telephone approximately 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. The service is only available to people using certain medicines; our pharmacist will give you details and offer this free NHS service, if this is available to you.

Patient records

We keep records of all your prescriptions dispensed by us as well as records of other services we provide to you. 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 on confidentiality. If you want to discuss the records we keep, please give our Customer Care team a call on 01727 620127

We provide the above NHS services on behalf of:

NHS England, PO Box 16738, Redditch, B97 9PT
england.contactus@nhs.net

Other services we provide:

Electronic Prescription Service

Please ask for details of how to sign up to this NHS Digital service where your prescriptions are sent direct to our pharmacy from your GP surgery (where available), dispensed and sent securely to you by Royal Mail.

Medicines sales

We keep a wide range of over the counter medicines and related products such as vitamins and mineral supplements which you can purchase via our website.

Holiday healthcare

We can advise on medical requirements for travellers, including anti-malaria 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. This can only be done in genuine emergencies and it may incur a charge.

Questions, comments, suggestions and complaints

If you would like more information about any of the services we provide, please call us on 01727 620127.

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 and any suggestions of ways in which we can improve our services to you.

If you have any comments, suggestions or complaints, please [email](#) or call us.

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 or if you wish to contact our Superintendent Pharmacist about any aspect of our NHS services or customer service his name is Rakhi Modhwadia, GPhC Registration number 2070507. Telephone 01727 620127 or in writing to the address opposite.

Access for people with disabilities

As we are a Distance Selling Pharmacy, Hearts Pharmacy Pharmacy can only be accessed via the website, email or phone so we are able to offer all our services to disabled customers from your own home. In addition we can provide large print labels, large print Patient Information Leaflets for patients with a visual impairment.

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.

Note about Exemption from NHS Charges

We may ask you provide proof of exemption (non-age related) as part of our NHS contractual requirements for example a photo of medical exemption card, details of Pre-payment card expiry dates etc. The NHS may then carry out routine checks of entitlement to exemption as part of the arrangements for preventing or detecting fraud or error in relation to these claims.

This pharmacy is owned by:

Venic Limited – Registered Company
number 15654015

The Courtyard, 66A High Street, Redbourn, Herts, AL3 7LN

OX15 6AY



Providing NHS services



Hearts Pharmacy

The Courtyard, 66A High Street,
Redbourn, Hertfordshire, AL3 7LN

Email: info@heartspharmacy.co.uk

www.heartspharmacy.co.uk

[GPhC Registration No: 9010442](#)

OPENING HOURS

Monday - Friday 9:00am – 5:30pm

Tel: 01727 620127

Your Pharmacist:

Rakhi Modhwadia MRPharmS

GPhC number: 2070507

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