



## **HADLOW PHARMACY**

The Square, Hadlow, Kent. TN11 0DA

### **PHARMACIST**

**Chris Nicholls M.R.Pharm.S.**

### **OPENING HOURS**

**Monday to Friday 9am – 1pm and 2pm – 6.30pm**

**Saturday 9am – 1pm and 2pm – 5pm**

Tel/Fax 01732 850259

Email: [pharmacy@hadlowpharmacy.co.uk](mailto:pharmacy@hadlowpharmacy.co.uk)

[www.hadlowpharmacy.co.uk](http://www.hadlowpharmacy.co.uk)

When the pharmacy is closed, for any health problem, advice and details of other health services, contact the NHS 111 service, 24 hours a day. Just dial 111, or visit [www.nhs.uk/111](http://www.nhs.uk/111)

Providing NHS Services



## **PROFESSIONAL SERVICES AVAILABLE AT HADLOW PHARMACY**

- NHS AND PRIVATE PRESCRIPTIONS including ELECTRONIC PRESCRIPTIONS.
- REPEAT PRESCRIPTIONS FROM ALL TONBRIDGE SURGERIES
- REPEAT DISPENSING
- PROMOTION OF HEALTHY LIFESTYLES
- DISPOSAL OF OLD MEDICATION
- SIGNPOSTING TO OTHER SERVICES
- NHS COMMON AILMENTS SERVICE
- EMERGENCY CONTRACEPTION\* FOR UNDER 30'S
- 'FLU VACCINATION SERVICE
- TRAVEL CLINIC SERVICE – VACCINATIONS AND MALARIA TABLETS
- FREE CHLAMYDIA TESTING AND TREATMENT\* (FOR UNDER 25s)
- NHS STOP SMOKING SERVICE\*
- MEDICINES USE REVIEWS\* and NEW MEDICINE SERVICE\*

\*Service funded by the NHS

## **Dispensing Prescriptions**

Our pharmacist is available to dispense both NHS and private prescriptions. We are able to give you advice on when and how to take your prescribed medicine and whether you should avoid taking any others at the same time. Your medication will be clearly labelled and we will also give you any appropriate warnings - for example, whether it may make you drowsy or whether you will need to avoid drinking any alcohol whilst taking it. We supply manufacturers' original packs where available, or we put loose tablets or capsules into child resistant containers. Neither of these are child *proof*, so always make sure that you keep all medicines out of sight and reach of children. If you have difficulty opening child resistant containers, please tell us.

We comply with the Data Protection Act and the NHS code on confidentiality. We have a leaflet to explain this, which also contains details of how to gain access to your records.

## **Repeat Prescriptions**

We accept repeat prescription requests for ALL Hadlow, Tonbridge and Hildenborough surgeries. If you use the same medicines regularly, you may not need to get a new prescription every month. For some patients, your GP is able to issue several prescriptions at once - you can then collect them monthly from our pharmacy. Please ask for further details about the Repeat Prescription Service.

## **Consultation Room**

We have a private consultation room, which we use for confidential discussions, vaccinations, blood pressure testing, medicines consultations etc. If you would like to

talk to the pharmacist in private, please do not hesitate to ask.

### **Emergency Prescriptions**

If you are unable to reach a doctor and urgently require prescription medicines, we may be able to supply medicines that you have had on prescription before.

### **Unwanted Medicines**

Keeping medicines that are no longer required can be dangerous. It is important that they are disposed of correctly to prevent any harm occurring to people or the environment. Please return any old or unwanted medicines to us so that we can dispose of them safely.

### **Advice and Help on Minor Ailments**

Our pharmacist will be able to advise you on the appropriate medication or treatment for minor ailments and tell you when you ought to visit a doctor. We also run an NHS common ailments service.

### **Medicines Use Reviews**

Our pharmacists have been specially trained to perform Medicines Use Reviews. This involves a confidential discussion about your current medication with our pharmacist in our private consulting room. It is a chance for us to check that your medicines are working correctly and that you are taking them properly. It is also an opportunity for you to ask any questions you may have. Please ask if you would like a Medicines Use Review, or would like further information.

### **Medication Records**

When we dispense your prescription we keep a computerised record of the medicine dispensed, so that on subsequent visits we can check for any errors or interactions. This information is strictly confidential.

## **Travel Clinic Services**

If you are going on holiday, we can advise whether you will need malaria tablets and which vaccinations are necessary. We can vaccinate you and supply malaria tablets **without a prescription** at very reasonable prices. Please ask us for details. We can also advise about sun protection, tummy upsets, insect bites and other holiday risks. We stock Travel Socks which may help prevent deep vein thromboses, particularly on longer journeys, and are able to provide advice on their suitability. We also stock a wide range of other travel products and accessories.

## **Living Aids**

We can obtain a large range of products designed to help make everyday tasks easier. Examples are bath boards and seats, eating aids, key turners, commodes, walking frames and walking sticks. Please ask to see our catalogue.

## **Stop Smoking**

We are able to supply nicotine patches, gum and lozenges on the NHS when you use our Stop Smoking service. Michelle is our stop smoking advisor. Please speak to us for more details.

## **Nebulisers**

Nebulisers are used for treating asthma and other breathing problems. You cannot get them on an NHS prescription, but your doctor may advise you to buy one. We can supply models for use at home, or portable ones. You do not have to pay VAT if your doctor says you need a nebuliser.

## **Emergency Contraception (Morning After Pill)**

After a short, confidential discussion, we are able to supply emergency contraception. We can supply this free of charge if you are under 30. We will provide you with advice about future contraception during the consultation. Please ask to speak to the pharmacist. We will ask you to perform a chlamydia test at the same time if you are 25 or younger.

## **Chlamydia Testing**

Anyone who is sexually active should be tested regularly to check they don't have chlamydia. Free chlamydia testing is available to both men and women under the age of 25. We provide you with a do it yourself kit for you to test yourself and send off. The results will be texted back to you. We will supply you with the necessary antibiotic free of charge if your test is positive.

## **Blood Pressure and Diabetes Testing**

We can test and monitor your blood pressure and also screen for diabetes with a quick finger prick test to measure your blood glucose level. The pharmacist will talk you through the results and any dietary or lifestyle recommendations, and may refer you to your GP. We may suggest you do not have anything to eat for a period before the diabetes test. Please ask for details.

## **NHS Flu vaccinations and Hepatitis B vaccinations**

We can provide both NHS and private influenza vaccinations, and courses of hepatitis B vaccinations privately for occupational reasons, as well as travel vaccinations.

## Complaints

If you have a complaint about our professional services, in the first instance, please speak to Mr C. Nicholls who will try to resolve the problem. Where possible, complaints will be investigated and reported back to you within two weeks. If you are still dissatisfied, you should contact the West Kent CCG who will be able to give you help and advice. The Community Health Council is also available to provide help and advice.

Please be advised that we are not obliged to serve violent or abusive customers. We have a CCTV system and an electronic tagging system to deter shoplifters.

The address of NHS England locally is:

NHS ENGLAND  
Wharf House  
Medway Wharf Road  
Tonbridge  
TN9 1RE

For information on any of our services, please do not hesitate to contact us. The front of this leaflet shows our contact details.

If you require assistance entering our shop, we are able to open the front double doors for wheelchair access. Please press the bell provided by the door so that our staff can assist you.

## Other Services we provide

**Photographic Service.** We provide a comprehensive photographic service including advice. We supply and fit **camera batteries and hearing aid batteries** and offer competitive prices for **digital services** such as creating prints from your camera card.

**Watch Batteries and Straps.** These we can often fit while you wait.

**Passport and ID photographs.** We take and print passport photos while you wait. We will take your picture as many times as you like and print it when you are happy with the pose! We guarantee the Passport Office will accept our photos.

We stock a range of **hand made greetings cards** featuring photographs taken by **Manda Nicholls**.

We also offer a quality **picture framing service**. Items can be framed to your exact specification – there is a display board in the shop. We can frame photographs, paintings, prints and needlework.

CR and AR Nicholls Ltd trading as Hadlow Pharmacy  
Company registration number 8190072  
Registered Office: 79 Eyhorne Street, Hollingbourne, Kent, ME17 1TS.