



## 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.

### PALS

Sovereign Court  
15-21 Staines Road  
Hounslow  
TW3 3HR  
0800 953 0676

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

To obtain your ICAS details, please call **NHS England** on **0300 311 2233**.

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, via email or telephone.



## WHEN WE ARE CLOSED...

When this pharmacy is closed, for any health problem advice and details of other health services, contact **NHS 111**, 24 hours a day. Call **111** or visit **www.nhs.uk**



*Dispensing at the point of need*



[www.sigcare.co.uk](http://www.sigcare.co.uk)  
[www.pharmacydepot.co.uk](http://www.pharmacydepot.co.uk)

**Your Pharmacists**  
Hatul Shah & Mayur Shah

**OPENING HOURS**  
Monday - Friday 10.00 to 19.00  
Saturday - emergencies only

Unit 1-7 Colonial Way, Watford WD24 4YR  
Tel : 01923 332 731  
Fax : 01923 332 706  
[www.enquiries@sigcare.co.uk](mailto:www.enquiries@sigcare.co.uk)  
[www.sigcare.co.uk](http://www.sigcare.co.uk)

Providing NHS Services





### ASK YOUR PHARMACIST - our

*Pharmacists can treat minor ailments without the need of a GPs appointment, and ensure you are using your medication effectively. Speak to our Pharmacist at YOUR convenience, and have it delivered to your door.*

### *Our services and facilities:*



### DISPENSING

We dispense NHS prescriptions 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 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 ask us not to. Please remember: keep all medicines out of the reach and sight of children. Our pharmacist can advise you on safe storage of medicines.



### NHS UNWANTED MEDICINES SERVICE

Please return all unwanted medicines to the pharmacy where we will dispose of them safely.



### NHS HEALTH ADVICE AND SELF-CARE

The pharmacist and our trained assistants are available for advice on all medicines and minor ailments. 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.



### INFORMATION RECORDED

Information recorded may include:

- basic details about you, such as address, date of birth, next of kin;
- records of medicines you have been prescribed by your doctor or another qualified prescriber, and which have been supplied by this pharmacy;
- details of medicines purchased from the pharmacy without a prescription (“over the counter medicines”);
- other details and notes about your health and medical treatment;
- information relevant to your continued care from other people who care for you and know you well, such as other health professionals and relatives.

As part of providing a professional, safe and efficient service, there is certain information that we record. This includes details of drugs and appliances dispensed against NHS prescriptions as well as significant advice given and referrals made to other health professionals. This information won't be shared with anyone else except under the circumstances described to the right in 'Sharing Information'.



### SHARING INFORMATION

The information held about you will not be shared for any reason, unless:  
you ask us to do so;  
we ask and you give us specific permission;  
we are required by law, for example prescribers must be notified where a patient presents a repeat prescription and the pharmacist becomes aware of clinically significant issues arising in connection with that prescription;  
we are permitted by law, for example where public interest overrides the need to keep the information confidential.

The types of people we may ask you for permission to share information with include your doctors (GP and hospital) and other health professionals such as nurses.

Anyone who receives information from us also has a legal duty to keep this information confidential, subject to recognised exceptions of the types listed above.

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

**NHS England** • PO Box 16738 • Redditch • B97 9PT

