Bobat Pharmacy

Practice Leaflet

The following information constitutes our Practice Information Leaflet

Opening Hours

Monday

9AM - 6PM

Tuesday

9AM - 6PM

Wednesday

9AM - 6PM

Thursday

9AM - 6PM

Friday

9AM - 6PM

Saturday

9AM - 1PM

Sunday

Closed

This pharmacy is owned by: BobatM Ltd, 92 Tangier Road, Copnor, Portsmouth, PO3 6HU

Telephone: (023) 92 663945

Fax: (023) 92 668096

Web: https://www.bobatpharmacy.co.uk/

Email: pharmacy.fvt02@nhs.net

As your local community pharmacy, we can offer a wide range of services for you and your family.

Our Superintendent Pharmacist is: Mr Miqdad Master GPhC 2083535

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.

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 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 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 to use the medicine safely and to best effect.

Our pharmacist will talk to you 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.

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.

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 speak to a member of staff.

Smoking Cessation

Advice on nicotine replacement therapies (NRTs) such as patches, lozenges, sprays and gums, to help find the right medicine for you. We can provide a NHS Stop Smoking Service with a trained advisor.

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:

Prescription collection and delivery service

We offer a free prescription collection service from most GP surgeries in Portsmouth and we can also deliver prescriptions to your home. Ask us for more information about this service.

Medicines sales

We keep a wide range of over the counter medicines and related products. Our staff members can help you to select the most appropriate products for your needs.

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 ask a member of staff or telephone us

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 speak to a member of staff.

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.

Access for people with disabilities

Easy parking is available close to the pharmacy on Tangier Rd and surrounding streets. The doorway is wide enough to allow easy access for wheelchairs and smaller motorised scooters. There is space within the pharmacy to allow easy manoeuvring of wheelchairs and smaller motorised scooters.

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.

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 are members of the National Pharmacy Association (NPA)