

NHS Services Provided

Dispensing

We dispense NHS prescriptions and give advice on how to get the most benefit from your medicines.

Repeat Dispensing

We can dispense NHS repeat dispensing prescriptions issued by your doctor. Please ask for details.

Electronic Prescription Service (EPS)

A free NHS service that is secure and confidential. It gives you more choice about which pharmacy your GP sends your prescriptions to. It will enable the pharmacy to prepare your prescriptions before you arrive so you don't have to wait. Please ask for details.

NHS Health Checks

A free NHS service for adults in England between the ages of 40 and 74, this can help you by assessing your risk of developing heart disease, stroke, type 2 diabetes or kidney disease and giving you personalised advice on how to reduce it.

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.

NHS Medicines Use Reviews

This is a medicine check-up service, which is useful if you regularly take several prescription medicines or are on medicines for a long-term illness. This confidential NHS service will help you to find out more about your medicines, identify any problems you may be having with them and help you to take your medicines to best effect.

NHS 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.

The 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.

Patient Medication Records

Our computer allows us to keep records of all your prescriptions dispensed by us. 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 of practice on confidentiality. If you want to discuss the records we keep, please ask to speak to the pharmacist.

Want a quiet word?

We have a consultation area available if you'd like to discuss something in private.

We provide the above NHS services on behalf of:

Crawley Clinical Commissioning Group
Lower Ground Floor
Crawley Hospital
West Green Drive
Crawley RH11 7DH
Telephone number: 01293 600 300

Email: CCCG.Contactus-crawleyccg@nhs.net

Other Services we provide:

Dispensing Private Prescriptions

We also dispense private prescriptions.

Passport Photo Service

We offer high quality while-you-wait digital UK and other passport photos.

Repeat Prescription Collection Service

We offer a repeat prescription collection service from selected local GP practices, and let you know by text message when your medicines are ready for collection. Please ask for details.

Medicines sales

We keep a wide range of over the counter medicines and also vitamins and mineral supplements.

Holiday healthcare

We can advise on medical requirements for travellers, including anti-malaria treatments.

Emergency supplies

If you need one of your regular medicines in an emergency when you are unable to contact your doctor, we may be able to help.

We must stress that this can only be done in genuine emergencies and it may incur a charge.

If you would like any more information about any of the services mentioned, please ask a member of staff or telephone the number on the front of this leaflet.

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/Complaints Manager] 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.

NHS Crawley CCG,
Lower Ground Floor, Crawley Hospital,
West Green Drive,
Crawley RH11 7DH

Telephone Number: 0300 790 0502

Email:

SouthCSU.CommentsandComplaints@nhs.net

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

Healthwatch West Sussex
Citizens Advice Bureau
Lower Tanbridge Way
Horsham RH12 1PJ
Telephone: 0300 303 8536
Email: icas@westsussexcab.org.uk

Disabled Customers

Disabled and buggy access – The entrance into the building has a sliding door with easy access to the disabled lift. Our pharmacy has a wide door way to accommodate wheelchairs and pushchairs.

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.

When we are closed...

When this pharmacy is closed, for any health problem advice and details of other health services, call NHS 111. For medical emergency, call 999

Crawley Chemists



1st Floor
Cross Keys House
14 Haslett Avenue West
Crawley RH10 1HS
Telephone 01293 522 160

OPENING HOURS

Monday - Friday 9am – 6pm
Saturday 9am – 2pm

Your Pharmacist:

Uzma Osman

This pharmacy is owned by:

Crawley Chemists Limited
GBL House
Clever Street
Blackburn
BB1 5DG

Providing NHS Services

