

Putting your health first

We aim to give you the best possible service but if you have a complaint please speak to the manager as soon as you can. The matter will be handled in line with the NHS national complaints procedure. If we cannot resolve the problem or you do not want to raise it directly with us, you can contact your local primary care organisation.

The list here shows some of our products and services. Ask the pharmacist for details.

- Confidential Advice Service
- Warfarin Clinic
- Flu Vaccinations
- Repeat Prescription Service
- Home Delivery For Prescriptions
- Health Monitoring
- Blood Pressure Monitoring
- Beauty & Gift Shop Upstairs (Chair Lift Available)
- Family Planning & Emergency Contraception Advice
- Disabled Living Products
- Family Toiletries
- Baby Needs
- Oral Hygiene
- Cosmetic & Skin Care
- Fashion Accessories
- Kodak Kiosk & Photo Service

How to find us

We are in the Queen Elizabeth II Square, South Woodham Ferrers.

If you live in one of these areas, we are closer than you think:- Althorne, Battlesbridge, Bicknacre, Burnham-On-Crouch (with hyphens!), Cold Norton, Danbury, Dengie, East & West Hanningfield, Farnbridge, Great Baddow, Howe Green, Latchingdon, Mayland, Maylandsea, Purleigh, South Woodham Ferrers, Southminster, Stone, Stow Maries.

Repeat Prescriptions

We can collect your repeat prescription from your doctor's surgery on your behalf so that your medication is ready to pick up when you want it. Please ask the pharmacist about this service.

Prescription Delivery Service

We can deliver prescriptions if you are housebound or infirm and do not have a carer who can collect them for you. Telephone our pharmacist for more information.

Nursing & Residential Homes

Monitored dosage system supplied that helps patients take their medication correctly.

FREE Stop Smoking support service available

If you smoke the Pharmacist and trained staff can support and advise you about stopping. By joining the Stop Smoking programme you can get Nicotine replacement products on the NHS.

Confidential Help and Advice

We have a private area where you can talk about your medicines or general health care. Ask to speak to the pharmacist on duty. Our care for you goes beyond simply selling you medicines.

Information About Prescription Medicines

Many of the medicines we dispense for you are supplied in the manufacturers' original pack complete with a leaflet containing information about the medicine which is required by law. Please speak to the pharmacist if there is anything in the leaflet which you are unsure about or if you want to know anything else.

Emergency Supplies

We may be able to help you if you need a prescription medicine in a genuine emergency when it is impossible to get to your doctor. As the service is not available under the NHS we will need to make a charge for this service.

Do you need a review of your medicines?

This pharmacy now offers a free medicines use review service. A medicines use review is an opportunity to discuss with the pharmacist any issues or concerns you may have with your medication. It is Free, Convenient, and Confidential. It will be held in a private consultation area in the pharmacy where you cannot be overheard by customers or staff. Anything you say will be kept in the strictest confidence.

- Do you have any questions about your medicines?
- Do you know what they are for and how to take them?
- Are you getting the best from your medicines?

A review will help you find out more about the medicines you are taking, how they work and how to take them in the most effective way. It will also help us pick up any problems you may be experiencing such as side-effects or interactions with other medicines. You will be able to ask any questions you may have about your medicines.

The pharmacy has been accredited by the local primary care organisation to provide this service and our pharmacist has undertaken additional assessment. Pharmacists are healthcare professionals with a degree in pharmacy and an expertise in medicines. They have extensive knowledge of both prescribed and over the counter medicines.

The Government has recognised the value of the advice from a pharmacist and is providing funding for medicine use reviews.

At the end of the review, you and the pharmacist will agree an action plan. None of your medicines will be altered without the agreement of your doctor. You will be given a copy of the review and a copy will be sent to your doctor. We will also keep a copy securely in the pharmacy.

We are strictly limited to the number of reviews we can undertake each year, so make sure that you do not miss out.

If you wish to bring a friend or carer to the review with you, or if you wish to have a chaperone present, please let us know when booking your review.

Please bring along all your medicines including those prescribed by your doctor and hospital, those you have bought over the counter, herbal medicines, vitamin supplements and so on.

If you have used this pharmacy regularly for the last 3 months and any of the questions below apply, please speak to our pharmacist.

- Do you regularly take prescription medicines?
- Have you left hospital recently?
- Have you any concerns about your medicine?
- Have there been any changes to your medicines recently?
- Do you take medicines for long term illness? (e.g. Asthma. Arthritis. Diabetes. Epilepsy etc)