

Practice Leaflet

## Practice Pharmacy Direct

Second Floor  
Porter House  
6 Porter Street  
Liverpool  
L3 7BL

**Tel: 0151 236 6881**

**Tel / Fax: 0151 236 1886**

The approved NHS email for the pharmacy is:  
PHARMACY.FMT74 (PRACTICE PHARMACY DIRECT, LIVERPOOL)  
**pharmacy.fmt74@nhs.net**

Practice pharmacy direct is the trading name of:

**Moorside Medicines Management Services  
LLP Companies House registration  
OC381522**

Practice Pharmacy Direct is registered with The General Pharmaceutical Council:

**Pharmacy registration number is 1118468**

Our Superintendent Pharmacist:

***Richard Charles Reed***

**GPhC registration number 2037606**

The pharmacy opening hours are:

**Monday to Friday – 7am to 11pm**  
**Closed weekends and Bank Holidays**

When the pharmacy is closed, if you urgently need medical help or advice, but it is not a life threatening situation, contact NHS 111, by phoning 111.  
Information can also be accessed at **[www.nhs.uk](http://www.nhs.uk)**.

The pharmacy is a delivery only pharmacy and no patients are able to access the premises.  
There is no disabled access to the premises, as a result of there being no patient access.  
The pharmacy is not obliged to provide a service to violent or abusive patients.  
The pharmacy complies with the Data Protection Act and NHS code on confidentiality.

NHS England can be contacted at:

**NHS England, PO Box 16738, Redditch, B97 9PT**  
or at  
**[England.contactus@nhs.net](mailto:England.contactus@nhs.net)**

We are an internet based / mail order community pharmacy, with strong links with many local GP practices. We offer a wide range of services for the whole family direct to your doorstep.

### ***NHS 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 dispense all prescriptions promptly.

### ***Repeat Dispensing***

We can dispense NHS repeat dispensing prescriptions issued by your doctor. Call 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 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 your local pharmacy who can dispose of them safely. Within the local Sefton area, you can also pass unwanted medicines to our delivery driver, who will promptly return them to our pharmacy ready for disposal

### ***NHS Health Advice & Self Care***

The pharmacist is available for advice on all medicines and minor ailments, over the phone. 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

### ***Electronic Prescription Service EPS***

The Pharmacy is able to receive and process all types of electronic prescriptions.

### ***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 are registered with The Information Commissioners Office and 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.

We provide these NHS services on behalf of:

**NHS Mersey  
Bevan House  
65 Stephenson Way  
Wavertree Technology Park  
Liverpool  
L13 1HN**

### ***Other Services we provide:***

#### ***Repeat Prescription Collection and Delivery Service***

We offer a repeat prescription collection and delivery service from Liverpool GP Practices. We also accept posted prescriptions from surgeries and patients further afield. Please ask for details.

#### ***Private Prescription Dispensing***

We dispense private prescriptions issued by your Doctor, Dentist and Veterinary Surgeon. We offer competitive pricing on all private prescription medication.

#### ***Medicine 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 travelers, including anti-malaria treatments.

#### ***In addition:***

Surgical supplies, inc. ostomy, incontinence and dressings.

#### ***Comments, Suggestions, Complaints and Compliments***

Our aim is to provide 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 call 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 Liverpool** - Telephone 0800 073 1106

You can reach the PALS service on [0800 328 2941](tel:08003282941) or email: [palsandcomplaints@merseycare.nhs.uk](mailto:palsandcomplaints@merseycare.nhs.uk)

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

## **ICAS**

The Gateway Conference Centre  
71 London Road  
Liverpool  
L3 8HY  
Tel: 0300 456 8350

**Email:** [liverpoolicas@carersfederation.co.uk](mailto:liverpoolicas@carersfederation.co.uk)

## ***Disabled Customers***

In accordance with the Disability Discrimination Act (DDA) we aim to offer support to those who are in need. Where required we can provide:

- Medication in easy open bottles or in weekly medication packs.
- Compliance reminder sheets.
- Large font labelling for medication.

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 the pharmacy is closed, if you urgently need medical help or advice, but it is not a life-threatening situation, contact NHS 111, by phoning 111. Information can also be



*Providing NHS Services*

accessed at [www.nhs.uk](http://www.nhs.uk).

Overall, our aim is to provide a professional, efficient, reliable and friendly service to all our customers.

Once you decide to use our service, we want you to stay with us!  
Please tell your friends and relatives about our service!!