

Comments, Suggestions, Complaints and
Compliments

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 hope you don't ever feel the need to complain, but should the occasion arise, in the first instance you should speak to the pharmacist regarding your complaint so that your concerns can be dealt with locally if possible. However, if your complaint is not resolved to your satisfaction, the next step is to contact the Pharmaceutical Society of Northern Ireland. The PSNI is the regulatory body with whom all pharmacists who practice in NI must be registered. All pharmacies are likewise registered by them. They work closely with the DHSSPS who carry out regular inspections to help us ensure that all pharmacists adhere to a Code of Ethics and to the laws relating to medicines.

Complaints should be made as soon as possible after the event and can be made in one of the following ways:

1. In writing to:
Complaints Manager,
Pharmaceutical Society NI,
73 University Street,
Belfast,
BT7 1HL
2. By email to:
complaints@psni.org.uk
3. By fax to:
(028) 90 439919
4. By telephone:
(028) 90 326927

Please include the following details:

- Your name and address
- Daytime telephone number on which you may be contacted
- Name and address of pharmacy / pharmacist concerned
- Brief outline of your complaint
- Date of the incident
- Whether any harm has been caused
- Any action you have taken to resolve the complaint

If your complaint is still not resolved to your satisfaction, and it is about medicines or services you received as a Health Service patient, you can also complain to the local Health and Social Care Board at the address detailed overleaf.

Disabled Customers

Wheelchair access is available at 7 Newtownards Road. Should you require assistance, please telephone or speak to a member of staff who will gladly attend to you.

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 public holidays, a notice is displayed in the window advertising the nearest pharmacy open according to the BSO rota. Alternatively, for any urgent health problem, please contact the Out-Of-Hours GP service on:
(028) 91 822344.**

Horner Pharmacy Comber



*7 Newtownards Road
Comber
BT23 5AU*

*Tel: (028) 91 874176
www.hornerpharmacy.com*

Opening Hours:
Mon-Fri 09:00-18:00
Closed for Lunch 13:00-14:00

Your Superintendent Pharmacist:
John Horner

Providing NHS Services



As your local independent community pharmacy, we offer a wide range of services and facilities to you and your family.

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 for your convenience. 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 pharmacists can advise you on safe storage of medicines.

NHS Minor Ailments Scheme

The Minor Ailments scheme enables you to have a consultation with a pharmacist, without appointment, for a range of common conditions. The pharmacist can then recommend appropriate treatment and write a prescription for a selection of items that would otherwise need to be purchased over-the-counter.

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, 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.

Patient Medication Records

Our computers allow 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.

NHS Medicines Use Reviews

“Managing Your Medicines” - 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.

We provide the aforementioned NHS services on behalf of:

South Eastern Health and Social Care Board
12-22 Linenhall Street
Belfast
BT2 8BS
Tel: (028) 90 321313

Other Services we provide:

Repeat Prescription Collection Service

We offer a repeat prescription collection service from selected local GP practices. Please ask for details.

Medicines sales

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

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.