

Additional Services

- Medicines Sales
- Holiday Healthcare
- Pet Healthcare
- National service
- Services for Nursing and Residential homes

Customer Satisfaction

At Midlands Pharmacy we are fully committed to providing you with the highest level of customer care and satisfaction. As we are an online based pharmacy you are unable to visit our premises. However we welcome your feedback on the services provided by us. If you have any comments, suggestions or would like to discuss anything that you are not satisfied with then please contact us to discuss matters further.

You may also write to your local primary care organisation.

Advice and support is also available from your local Patient Advice and Liaison Service (PALS).

You may contact PALS on, PALS, NHS Nottingham City, 1 Standard Court, Park Row, Nottingham, NG1 6GN.

Email: pals@nottinghamcity.nhs.uk

The Independent Complaints Advocacy Service (ICAS) is available to provide advice and support to people who wish to make a complaint about the NHS.

Respect and Courtesy

Our staff work hard to provide you with the best possible service, please treat them with the respect and courtesy they deserve.

We reserve the right to refuse to provide services to individuals who act in a violent, threatening or aggressive manner.

We provide our NHS services on behalf of:

NHS Nottingham City
1 Standard Court
Park Row
Nottingham
NG1 6GN

Midlands
Pharmacy 
Delivering Healthcare

Providing pharmacy healthcare direct to your home.

Office 4, Southwold drive,
Nottingham, NG8 1GG

Tel:

Email: info@midlandsparmacy.com
www.midlandsparmacy.com

Opening Times:
9am-5pm Monday to Friday

Midlands Pharmacy

Office 4, Southwold drive, Nottingham, NG8 1GG

<http://www.midlandsparmacy.com>

<mailto:info@mpharmuk.co.uk>

Providing NHS services



Midlands Pharmacy is a new generation of pharmacy, providing you with all essential services in an easy and convenient way. Our aim is to increase patient choice by providing our services as an online and telephone based pharmacy.

Services Provided by us:

Dispensing

We dispense NHS and private prescriptions. Our Pharmacists are available to provide you advice on how to get the most of your medicines.

Repeat dispensing, Repeat and Non Repeat Prescription Collection and Delivery

We can dispense NHS repeat dispensing prescriptions and can also have all your other prescriptions dispensed and delivered to your home.

Medicine Containers

All our medicines are supplied in child resistant containers unless requested otherwise by you. You should always keep medicines out of site and reach of children. Our pharmacists are available to provide advice on the safe storage of medicines

Health Advice, Self Care and Signposting.

The pharmacist and our trained staff are available to provide advice on medicines, minor ailments and how to live a healthy lifestyle. We can direct you to other sources of advice and assistance if we feel that we cannot help you ourselves.



Disposal of Unwanted Medicines

Please contact us to arrange the safe disposal of your unwanted medicine.

Patient Medication Records

To provide you with the best possible healthcare, we need to keep records of all your prescriptions dispensed by us. This helps us to check for any problems, such as reactions between medicines and will help us deal with any queries. We fully comply with the Data Protection Act and the NHS code of practice on confidentiality. Please contact us if you require further information.

New Medicines 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. We will talk to you after two weeks of receiving your new medicine to see how you are getting on. There will then be a second follow a month after first receiving your medicine. This is a free NHS service, for more information please contact us.

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 assist you.

This service is for genuine emergencies only and it may incur a charge