

### Opening times:

Monday:	08:30	–	18:30
Tuesday:	08:30	–	18:30
Wednesday:	08:30	–	18:30
Thursday:	08:30	–	18:30
Friday:	08:30	–	18:30
Saturday:	Closed	–	Closed
Sunday:	Closed	–	Closed

### Name and address:

Rivermead Pharmacy  
Unit 3&4  
Rivermead Gate  
Rectory Lane  
Chelmsford  
CM1 1TR  
Tel: 01245 268141  
Email: [pharmacyrivermead@gmail.com](mailto:pharmacyrivermead@gmail.com)  
Web: [www.rivermeadpharmacy.co.uk](http://www.rivermeadpharmacy.co.uk)

### 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 calling 111**. Information can also be accessed at [www.nhs.uk](http://www.nhs.uk)



### Our team work hard to provide you with the best possible service

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

### Suggestions/complaints

Our aim is to give the highest possible standard of service. If you have any comments, suggestions or complaints, please speak to a member of the team.

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.

### We provide these NHS services on behalf of:

**NHS Mid and South Essex Integrated Care Board.**  
**Wren House, Hedgerows Business Park, Colchester Road, Chelmsford, CM2 5PF.**



# Your guide to Rivermead Pharmacy



Providing NHS services

As your local community pharmacy, we can offer a wide range of services and facilities for you and your family. We dispense both NHS and private prescriptions, plus you can talk in confidence to a trained member of staff at any time.

### 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.

### Information recorded

Our pharmacy team will provide you with the highest quality of healthcare. To do this, they need to keep records about you, your health and the care we have provided or plan to provide to you.

### Information we may record includes:

- Basic details about you, such as address, date of birth, next of kin
- Records of medicines you have been prescribed by your doctor or another qualified prescriber, and which have been supplied by this pharmacy
- Details of medicines purchased from the pharmacy without a prescription (over the counter medicines)
- Other details and notes about your health and medical treatment
- Information relevant to your continued care from other people who care for you and know you well, such as other health professionals and relatives
- Details of drugs and appliances dispensed against NHS prescriptions as well as significant advice given and referrals made to other health professionals

This information won't be shared with anyone else except under the circumstances described opposite, in 'Sharing information'.

### Sharing information

The information held about you will not be shared for any reason, unless:

- You ask us to do so
- We ask and you give us specific permission
- We are required by law.  
For example, prescribers must be notified where a patient presents a repeat prescription and the pharmacist becomes aware of clinically significant issues arising in connection with that prescription
- We are permitted by law.  
For example, where public interest overrides the need to keep the information confidential

The types of people we may ask you for permission to share information with include your doctors (GP and hospital) and other health professionals, such as nurses.

### Your rights

You have the right to confidentiality under the General Data Protection Regulation (GDPR, Data Protection Act 2018, the Human Rights Act 1998 and the common law duty of confidence (the Disability Discrimination and the Race Relations acts may also apply).

We also comply with the NHS Code of Practice on Confidentiality and have a requirement under the professional Code of Ethics to keep records about you confidential, secure and accurate.

### Viewing your health record

You have the right to ask for a copy of all records about you that we hold, free of charge. Your request may be made verbally or in writing – you may need to provide ID e.g. a passport or driving licence.

We will respond to your request within 30 days. If you think that any information we hold on you is inaccurate or incorrect, please let us know.

### Our NHS services

#### 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 efficient service to enable us to fulfil all prescriptions promptly.

#### Repeat dispensing

We can dispense NHS repeat dispensing prescriptions issued by your doctor. Ask us for more information about this service.

#### Medicines containers

All medicines are dispensed in child resistant containers, unless you request 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.

#### Unwanted medicines

Please return all unwanted medicines to the pharmacy where we will dispose of them safely.

#### Health advice and selfcare

We can 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.

#### Pharmacy First Service\*

If you need help with one of the following conditions, our pharmacist may be able to provide you with medication to treat them - without the need for a prescription.

- ✓ Sinusitis
- ✓ Sore throat
- ✓ Earache
- ✓ Infected insect bite
- ✓ Impetigo
- ✓ Shingles
- ✓ Urinary Tract infection (women)

In addition, if you require advice for an acute condition or an urgent prescription we can help you. Participation in this service is by way of referral from NHS111 (telephone or online) your GP or Urgent Care Services.

#### Discharge Medicines Service

In hospital, the medicines you take may be changed, or new medicines prescribed. We may be informed of these changes so we can provide advice and support to you with the medicines you will be taking after your visit to hospital.

### New Medicine Service

The New Medicine Service will help you get the most out of your new medicine.

#### The service will:

- Help you to find out more about the new medicine you are taking
- Help to sort out any queries you are having with your new medicine
- Give you a chance to ask questions about your medicine and discuss any concerns

### Flu Vaccination Service

We can help you stay well through winter. You may be eligible for a free NHS flu vaccination - ask a member of the pharmacy team for more information.

### COVID-19 Vaccination Service

You may be eligible for a free NHS COVID-19 vaccination - ask a member of the team for more information.

### Contraception Service

We can supply oral contraception for the first time without the need to see a GP. We also offer ongoing monitoring and repeat supply of contraception. This NHS service will be free of charge to eligible patients. Ask a member of the pharmacy team for more information.

### Hypertension Case-Finding Service

Over 40? We may be able to offer you a free blood pressure check. Speak to a member of the pharmacy team for more information.

**If you need a service which is not listed in the leaflet, please ask the pharmacist who will be happy to assist. Our pharmacists and pharmacy staff are able to advise on an extremely wide range of healthcare issues, lifestyle matters and equipment.**

#### Want to find out more... just ask!

#### Access arrangements for disabled customers

Our premises are accessible to disabled customers and we are able to assist customers with any disability, including sight or hearing impairments.

\* NHS prescription charge(s) may apply