

Comments, Suggestions and Complaints

Our aim is to give 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 contact 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.

Customer satisfaction

Hot Chemist is fully committed to providing the highest standards of customer care and our aim is to ensure you receive full satisfaction with the service and products we supply.

We welcome your feedback, so if you have any comments, suggestions or are not satisfied with any aspect of the service received, please speak to our pharmacist or a member of the pharmacy team.

Alternatively, you prefer to contact us at our registered office and should write to:

The Superintendent Pharmacist

Hot Chemist

39 Carters Lane

Kiln Farm

Milton Keynes

MK11 3HL

Email: help@hotchemist.co.uk

Telephone: 01908 803499

Mon-Fri 09:00 to 17:00

You may also write to the NHS Commissioning Board at NHS England. Advice and support is available from your 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. Contact details can be found on the NHS Choices website or by ringing NHS 111.

Contacting the NHS

When the pharmacy is closed, health advice and information, including details of other local health services, is available 24 hours a day. You can use:

- NHS Choices online at: www.nhs.uk
- NHS 111 telephone service by calling 111

NHS Commissioning Board

NHS England

PO Box 16738

Redditch B97 9PT

Tel: 0300 311 22 33

Email: england.contactus@nhs.net

Your Online Pharmacy Details

Hot Chemist

39 Carters Lane

Kiln Farm

Milton Keynes

MK11 3HL

hotchemist.co.uk

01908 803499

help@hotchemist.co.uk

OPENING HOURS

Monday	9:00 to 17:00
Tuesday	9:00 to 17:00
Wednesday	9:00 to 17:00
Thursday	9:00 to 17:00
Friday	9:00 to 17:00
Saturday	Closed
Sunday	Closed

A guide to your online pharmacy

Prescriptions collected and delivered



hotchemist.co.uk



Electronic
Prescription
Service

PROVIDING NHS SERVICES

NHS

Pharmacy services

We are here to provide you with the advice and care that you need, as well as dispensing your medicines. Whatever your health query, we are here to help.

NHS Services we offer*

- NHS dispensing
- Repeat dispensing
- Promoting healthy lifestyles
- Support for people with disabilities
- Disposal of unwanted medicines
- Signposting to other healthcare professionals
- Support for self care
- Stoma appliances

Additional services⁺

- Prescription collection and delivery service
- Private prescription dispensing
- Minor Ailments
- Advice and sales of over-the-counter medicines
- Emergency contraception

Further services may be provided, please contact the pharmacy (number provided on the back page).

Leaflets and information

We provide useful leaflets and information on a range of topics. You can also print information by visiting www.hotchemist.co.uk

Emergency supplies

In an emergency (when you are unable to contact your doctor), if you need one of your regular medicines we may be able to help. We must stress that this can only be done in genuine emergencies and it may incur a charge.



We're committed to providing the highest standards of customer care. We want you to be happy with the service you have received and the products we supply.

* Funded by the NHS. ⁺Non-NHS services may attract a charge. Please ask for details or visit hotchemist.co.uk

Your information

Our pharmacists and their team are members of the national healthcare team. We need to keep records about you, your health and the care we have provided or plan to provide to you.

We know you value your privacy and the security of personal information held about you.

Information recorded

This may include:

- Basic details about you, such as address, date of birth and next of kin
- Records of medicines and appliances you have been prescribed, which have been dispensed at this pharmacy
- Details of significant advice given and referrals to other healthcare professionals
- Other details and notes about your health and medical treatment
- Relevant information from other people who care for you and know you well, such as other health professionals and relatives.

Sharing information

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

- You ask us to
- We ask and you give us specific permission
- We are required by law
- We are permitted by law, for example, where public interest overrides the need to keep 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. Anyone who receives information from us also has a legal duty to keep this information confidential.

Data protection and confidentiality

You have the right to confidentiality under the Data Protection Act 1998, the Equality Act 2010 and the common law duty of confidence (The Disability Discrimination and Race Relations Act may also apply).

We also comply with the NHS Code of Practice and Confidentiality. Pharmacists and pharmacy technicians have a requirement under their professional standards of conduct, ethics and performance to keep records about you confidential, secure and accurate.

All our employee contracts of employment contain a requirement to keep patient information confidential. Our guiding principle is that we hold your records in strict confidence.

Your right to view your health record

You have a right to ask for a copy of all pharmacy records about you. There may be a charge to have a printed copy of the information held about you. Your request must be made in writing to the Pharmacy Superintendent at the address on the back cover. We are required to respond to your request within 40 days.

You will need to give adequate information in order for us to identify you (e.g. full name, address, date of birth and details of the pharmacy that holds your records). You will be required to provide ID before any information is released to you. If you think any information we hold on you is inaccurate or incorrect, please let us know.

Freedom of information Act

This act recognises your right to know how public services are organised and run. A complete guide to the information available about the NHS services we provide can be found at www.hotchemist.co.uk

Support for people with disabilities

Our pharmacy team will assess the medicines compliance needs of patients with disabilities and provide reasonable adjustments or support as required by the Equality Act 2010. This may include alternative forms of labelling, the use of reminder charts or the provision of a compliance aid where appropriate. Please contact our pharmacy for more information (number on back page).

Dressings, surgical and appliances

Hot Chemist supplies dressings, surgical supplies and appliances. For further information please speak to a member of our pharmacy team.

Care of medicines

All medicines are supplied in child-resistant containers unless you request us not to. Please remember keep all medicines out of the sight and reach of children. Always follow the instructions on the medicine label and never share prescribed medicines with others.



Our pharmacists can advise you on the safe storage of medicines. Please call to arrange return of all unwanted medicines to our pharmacy where we will dispose of them safely.