

*Weldricks are
here for you...*

A Guide to our Services

and safeguarding your information

A guide to our NHS services



NHS Services

At Weldricks we are dedicated to community healthcare and part of our patient offering is to provide a variety of NHS funded services.

- Flu Vaccination Service
- Smoking Cessation Services
- Blood Pressure Testing
- Minor Ailments Scheme
- Emergency Contraception
- Ostomy Supplies
- Medicine Supervision Services
- New Medicine Service
- Syringe Needle Exchange Service

These services are available within our branches and if you require further information, please don't hesitate to contact your local Weldricks team who will be happy to help.





Health advice

Our commitment to community ensures we are also on hand to offer health advice and social care.

Our fully trained pharmacists are available to give you advice on leading healthy lifestyles along with stopping smoking guidance, in fact we are happy to listen to all our patient needs and can discuss your medications along with any minor ailments you may have. These discussions can be long or short in public or private, whatever you need we are happy to help.

There are local and national support groups throughout the UK.

Our pharmacy teams are able to provide you with information upon request.





Chaperoning

Weldricks is committed to providing a safe environment for all patients and pharmacy teams. When using our consultation area, a chaperone maybe required. A chaperone can provide you and the pharmacy team with a safeguard against allegations of verbal, physical or sexual abuse.

All patients are entitled to have a chaperone present for any consultation, examination or procedure that is required.

A chaperone can be a family member, a friend or you may prefer a formal chaperone like a trained member of staff. If you are booking an appointment with the pharmacist, please make sure you request for a chaperone at the time of booking, so that your appointment will not incur delays. The pharmacist may also choose to have a chaperone present for certain consultations.

If you would like to see a copy of our Chaperone policy or have any questions, please speak to your pharmacist.





Medication support

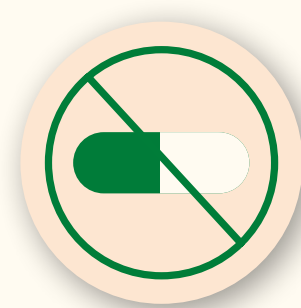
Weldricks offers medication support by using an assessment service. This service allows us to determine the level of assistance you or a loved one requires. Therefore, if you have difficulty taking your medication, we can always find a solution.



Dispensing

We offer a comprehensive dispensing system, and we dispense NHS prescriptions both paper and electronic daily. NHS repeat dispensing of prescription is also available. All medicines are dispensed in child resistant containers.

Please remember to keep all medicines out sight and reach of children. Our staff can advise on safe storage of medicines.



Unwanted medicines

If you need to dispose of unwanted medicines, please drop them into your local Weldricks and we will do the rest. Unfortunately, we are unable to accept medical syringes.





Clinical governance

Our pharmacies have a clinical governance lead, and we abide by the standards of the NHS.



Public health signposting

Occasionally Weldricks will take part in a national and local campaigns highlighting public health concerns for example cancer awareness & the flu pandemic etc.



Emergencies

If you are unable to contact your doctor and urgently require your regular medication, we will be able to help. This service is purely for emergencies and may incur a fee. If you require more information, call your local branch.

If our pharmacy is closed and you require urgent medical advice or help, please contact **NHS 111** or visit **www.nhs.uk** for more information.

**In the event of a
life-threatening
situation always
dial 999.**



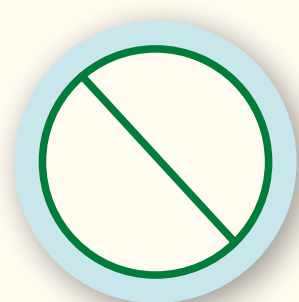


Comments & complaints

If you would like to feedback on any of our services or would like to leave comments on how you think we can improve, please don't hesitate to inform us. You can notify us through any of our branch teams or alternatively you can contact our complaints co-ordinator on **01302 369121**.

Our ambition is to ensure we meet all our patients needs and provide the best possible contribution to healthcare and the community.

If you feel unable to discuss your complaint with us, you may contact the Independent Complaints Advocacy services on **0300 456 8349**.



Violent and abusive customers

Our teams take pride in delivering the best possible service to all patients . Please can we ask you to treat them with respect and courtesy in their roles. We reserve the right to refuse to provide services to individuals who act in a violent, threatening, or aggressive manner.



Disabled customers

If a disabled patient cannot access our branches. Our friendly team will assist where possible and can offer to assist promptly at the branch entrance.



Safeguarding your information

We aim to provide all our patients with the highest quality of healthcare. In achieving this we keep personal records regarding your health, medications, and services we may have or plan to provide you with.

What information we obtain

- Name, age, address and next of kin
- Records of medicines prescribed by your GP or qualified prescriber, which have been supplied by our pharmacy
- Details of over-the-counter medicines provided by our pharmacy
- Information about your health and medical treatments along with information that may be relevant to your continued healthcare from relatives or other healthcare professionals

Part of providing a professional, safe, and efficient service requires certain information which includes details of drugs and appliances dispensed against NHS prescription along with significant advice and often referrals made to other healthcare professionals. This information won't be shared unless in accordance with our sharing information policy.





Sharing information

The information we obtain on our patients will not be shared for any reason unless

- You require us to
- You give us permission to
- We are required by law

Anyone who obtains information from us has a legal duty to keep this information confidential, subject to recognised exceptions as stated above.

Summary care records (SCR) in branch

Your SCR contains information from your GP health record. We may need to check your SCR, but we will endeavour to obtain your permission first. If we can't reach you, we access your SCR to safely provide you with NHS services. To gain access to your SCR, we follow an NHS process and make a record. If you do not wish to have an SCR please contact your GP.

Patient medication records

Our technology allows us to keep digital records of all prescriptions dispensed by us.

This information allows us to keep you safe and gives us visibility of potential reactions if using more than one medication or changing different medications at different times. Being informed allows us to deal with any queries you have more efficiently. We are GDPR compliant and use the NHS code for Confidentiality.

If you would like to discuss your data or personal records, please contact a member of staff.



Pharmacy privacy notice

We process your personal data, which includes your name, contact details, prescription medicines and data from other pharmacies and healthcare services we have provided you including, flu vaccinations, pharmacy medicines, medicine reviews along with other services like stop smoking advice etc. We obtain these details for

- **Your care** – providing pharmacy services and care to you and, as appropriate, sharing your information with your GP and others in the wider NHS;
- **Our payments** – sharing your information with the NHS Business Services Authority, others in the wider NHS, and sometimes Local Authorities, and only limited information to those external to the NHS who negotiate and check the accuracy of our payments; and,
- **Management** – sharing only limited information with the NHS Business Services Authority and others in the wider NHS, and sometimes Local Authorities; as well as those external to the NHS who ensure we maintain appropriate professional and service standards and that your declarations and ours are accurate.

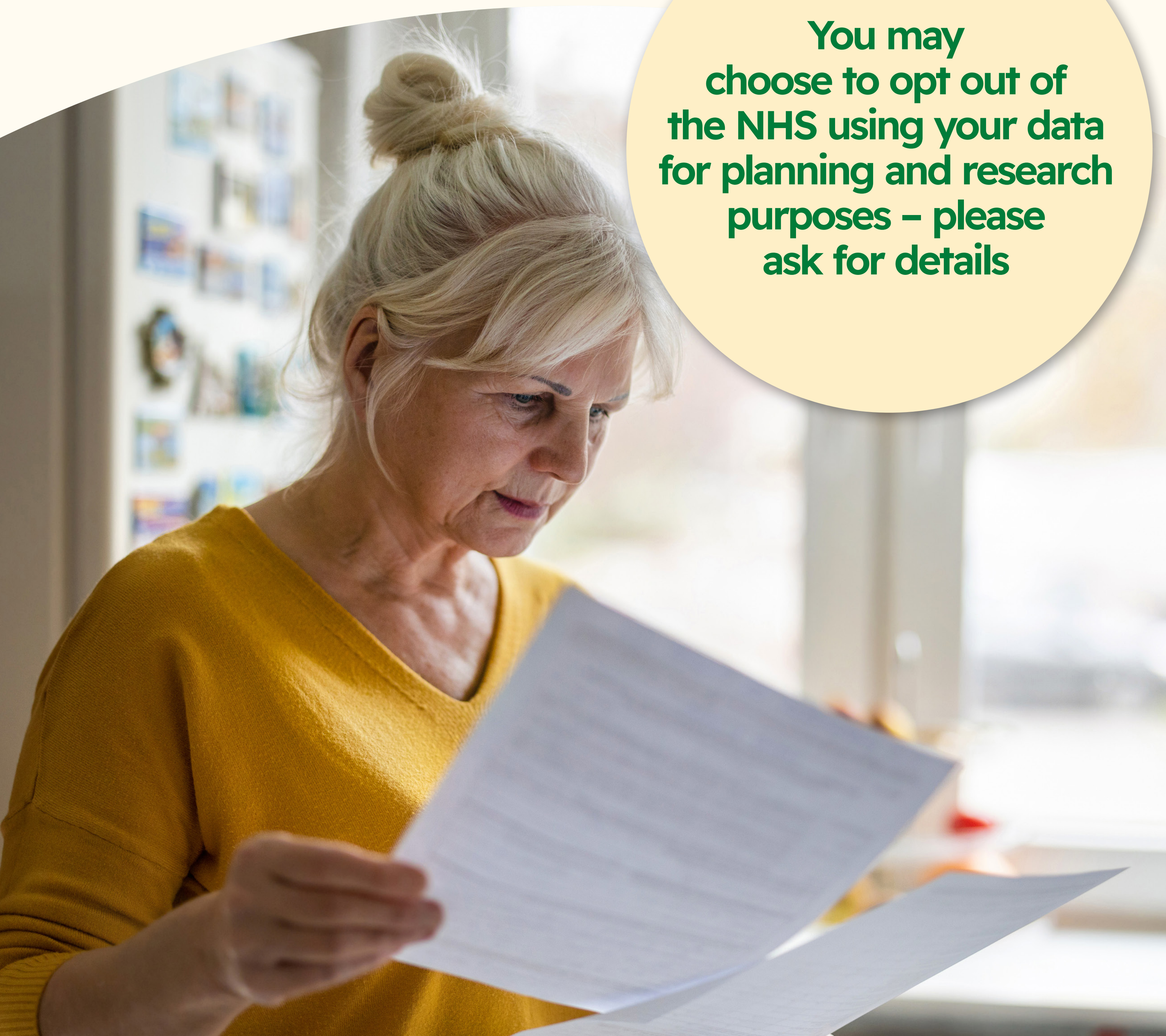
We hold your information for as long as advised by the NHS. You have a right to a copy of the information we hold about you, generally without charge. You may seek to correct any inaccurate information.

We process your personal data in the performance of a task in the public interest, for the provision of healthcare and treatment and the management of healthcare systems. A pharmacist is responsible for the confidentiality of your information. You may object to us holding your information. You may also lodge a complaint with the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Please ask if you want more information. You can contact our Data Protection Officer by writing to,

**C/O Data Protection Officer,
H I Weldrick Ltd, Leedale House,
Railway Court,
Doncaster, South Yorkshire,
DN4 5FB.**

**You may
choose to opt out of
the NHS using your data
for planning and research
purposes – please
ask for details**





Your rights

You have the right to confidentiality under the GDPR, 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 pharmacists have a requirement under their professional Code of Ethics to keep records about you confidential, secure and accurate. All of our staff contracts of employment contain a requirement to keep patient information confidential.

Our guiding principle is that we hold your records in strict confidence.





Weldricks.co.uk

The Weldricks e-commerce platform first launched in 1998 and now lists over 4000 health and beauty products, along with prescription medicines for all patients including vet medications. All items sold can be delivered straight to your door or we offer a click and collect service in selected branches.

Please ask a member of staff for more details or visit our website.



Delivery service

At Weldricks we offer our patients a delivery service so they can receive their medications straight to their door.

For the terms and conditions of our delivery service, please visit **weldricks.co.uk/leedale-delivery**.

If you require a hard copy of our delivery terms and conditions please ask at one of our branches or telephone **01302 554152**.

