Questions, comments, suggestions and complaints - If you would like more information about any of the services we provide, please ask a member of staff or telephone the number on the front of this leaflet. Our aim is to give the highest possible standard of service. Please tell us what you think about the service we provide at Aster Pharmacy and any ways in which you think we can improve our services to you. If you have any comments, suggestions or complaints, please speak to a member of staff. 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 about this.

Access for people with disabilities - Our pharmacy team will access the medical needs of patients with disabilities and provide reasonable adjustments or support. This may include but is not limited to alternative forms of labelling or the use of compliance aids (Nomads etc.) where appropriate. Contact us for details.

Want to speak in private? - We have a consultation room available. Simply contact us to book an appointment to speak to a pharmacist.

When we are closed… - When the pharmacy is closed, if you urgently need medical help or advice, but it's not a life-threatening situation, contact NHS 111, by calling 111. Information can also be accessed at www.nhs.uk.

Threats of violence or abuse of our staff - Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We may refuse to provide services to individuals or those accompanying those individuals who are violent, threaten violence, commit or threaten to commit a criminal offence.

This pharmacy is owned by - Aster Pharm Limited, Unit 1 Grange Business Centre, Sheffield, S5 0DP. Telephone no: 0114 6987299

NHS
Providing NHS services

aster pharmacy

Our pharmacy is known as a "distance selling" or internet pharmacy. As an online only pharmacy, we offer a wide range of services for you and your family, wherever you live in England, but you are not permitted to access the pharmacy premises in person. All services are provided in a non face-to-face way, mainly via telephone, website, delivery and email. This leaflet provides information about our services.

Aster Pharmacy
Unit 1 Grange Business Centre
Sheffield
S5 0DP
Telephone: **0114 6987299**
support@asterpharmacy.co.uk
www.asterpharmacy.co.uk

Opening Hours
Monday - Friday
9:30am - 5:30pm
Saturday & Sunday
Closed

NHS services we provide:

Dispensing Prescriptions - We dispense NHS prescriptions and deliver anywhere in England and will give advice on how to get the most benefit from your medicines. We keep a comprehensive stock of medicines to enable us to fill all prescriptions promptly. We do not provide this service face-to-face, but will deliver your medicine to you instead. This includes the electronic prescription service if we are nominated as your pharmacy.

NHS Repeat Dispensing - We can also dispense NHS repeat dispensing prescriptions issued by your doctor. 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 pharmacist can advise you on safe storage of medicines.

Safe Disposal of Unwanted Medicines - We also have a medication return service where we can arrange for unwanted medication to be collected from you. Alternatively, you can return your unwanted medicines to any local pharmacy where they will dispose of them safely.

Patient Records - We 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, GDPR and the NHS code of practice on confidentiality. If you want to discuss the records we keep, please contact the pharmacist.

NHS Health Advice and Self-Care - The pharmacist and our trained assistants are available for advice on all medicines and minor ailments, via our website or telephone. 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.

Signposting - We can direct you to providers of services that we do not provide at our pharmacy. See the website or ask for details.

Promotion of Health Lifestyles - We can provide advice to how to make your lifestyle healthier and seek to identify ways that we can assist you to achieve healthier living. We also take part in Public Health Campaigns.

We provide the above NHS services on behalf of:
syicb-sheffield.enquiries@nhs.net 0333 041 00 21
NHS South Yorkshire ICB. Management Office: 197 Eyre Street, Sheffield, S1 3FG

Other services we provide:
Emergency Supply - 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. Please contact the Pharmacy for more details. Your doctor can also contact us to request an urgent supply of medicines for you.

We are registered with the General Pharmaceutical Council and have a pharmacist available throughout normal operating hours.

Your Superintendent Pharmacist:
Mohammed Sulaiman GPHC Reg No: 2239042