



We are “distance selling” or internet pharmacy. As an online pharmacy, onlineChemist offers a wide range of services for you and your family, wherever you live in England, but you are not permitted to access the pharmacy in person for any Essential services.

All Essential services are provided in a non-face-to-face way, ie telephone, website, delivery and email. We are registered with the General Pharmaceutical Council and have a pharmacist available throughout normal operating hours.

NHS SERVICES

Dispensing

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.

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.

NHS Unwanted Medicines service

Please contact us if you have any unwanted medicines that you need to return to the pharmacy where we will dispose of them safely.

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 on 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.

Medicines Use Reviews

You can make an appointment with our pharmacist to discuss how you are getting on with your regular medicines. It will allow you to learn more about your medicines and ask any questions you may have, and if you are having difficulties taking your medicines our pharmacist may be able to assist. Ask for more details on this service.

New Medicines Service

If you are prescribed a new medicine which is either for Hypertension (high blood pressure), Anticoagulation (blood thinning therapy), Asthma, or COPD (chronic obstructive pulmonary disease), for the first time, you are eligible for the new medicine service. The pharmacist can offer advice and help you through the first few weeks of treatment to ensure you get the most benefit from the medicine with additional lifestyle advice and support.

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.

We comply with the Data Protection Act and the NHS code of practice on confidentiality. If you want to discuss the records we keep, please contact the pharmacist

Phone: 01493 600610

Email: onChemUK@gmail.com

Website: www.onlineChemistUK.net

We provide the above NHS services on behalf of:

NHS England

PO Box 16738, Redditch, B97 9PT.

England.contactus@nhs.net

0300 311 22 33

OTHER SERVICES

Medicines sales

We keep a wide range of medicines and vitamins and mineral supplements and can give online/ telephone advice on best use of these.

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 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.

Comments, Suggestions, Complaints and Compliments

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 from this pharmacy.

If you have any comments, suggestions or complaints, or would like to know more about the services we offer, please telephone or email using the contact details at the end of this leaflet.

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/Complaints Manager will give you further information.

You can also complain directly to NHS England (details above)

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

The pharmacy is not obliged to serve violent or abusive customers

Nomaz Limited T/A onlineChemist
82 Middleton Road, Gorleston
Great Yarmouth, Norfolk
NR31 7AH

Phone: 01493 600610

Email: onChemUK@gmail.com

Website: www.onlineChemistUK.net

The internet pharmacy premises are not open to the public to visit in person for NHS essential services. All our services are provided online, by phone, or by post. The Pharmacist is available Mon-Fri, 9am- 5pm. The Web site is accessible 24/7.

OPENING HOURS

Monday - Friday 9am to 5pm

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

Your Pharmacist

Obaidullah Zaman *BPharm MPharm PGDip MRPharmS*

This pharmacy is owned by

Nomaz Limited T/A onlineChemist
82 Middleton Road, Gorleston
Great Yarmouth, Norfolk
NR31 7AH

How to Register or Nominate with us

Simple way is to contact us

Phone: 01493 600610

Email: onChemUK@gmail.com

Website: www.onlineChemistUK.net

OR

Ask your GP surgery to nominate you with onlineChemist