

How can
we help you...



To find out more about the MedicX Group
Companies please visit www.medicxgroup.com

...access your medicines?

Dispensing

We aim to provide a fast and accurate dispensing service to fulfill your NHS and private prescriptions. We do this using safe and modern dispensing techniques including full compliance with the Data Protection Act and the NHS Code on Confidentiality. This ensures that not only is your medicine dispensed safely but your personal information is safe with us too. We will provide advice on how to use your medication when we dispense them and at any time in the future if you need help.

Repeat dispensing

We work with your surgery to provide a repeat dispensing service. If your medication is stable your GP produces a 'batch' of prescriptions for up to one year which are then held at the pharmacy. Your GP will decide if you are eligible for this service. When you are due to collect your medication you can visit our pharmacy and don't have to order prescriptions every month.

Disposal of unwanted medicines

We will dispose of any unwanted medicines for you. By doing this we can ensure that they are destroyed appropriately and don't enter general circulation. Please return all unwanted medicines to our pharmacy.

Stay healthy?

Health advice and self-care

We work with the NHS to promote healthy living in Rotherham and would be glad to offer you personal advice about any aspect of your health in a private consultation. We will support you to care for yourself and your family by giving you the knowledge and confidence where appropriate to do so. We will direct you to the most appropriate healthcare in your area if you need specialist care. We will always provide advice and support if you or your family are unwell.

Get the best out of your medicines?

Medicines review services

You can have an informal conversation with our highly trained pharmacists who will be able to advise you on your current regular medication, over the counter medicines and any other medicinal matters. The pharmacist will produce a report for you to keep with advice on how to use your medicines to ensure you are getting the benefit you need from them.

Access other NHS services?

There may be other NHS services that you can access from our pharmacy which may be of use to you. Please ask our team for details of these or should you require details of any of the services outlined above.

Improve your services?

We strive to provide the highest possible standard in pharmacy services and would like to know if you feel we have fallen short of this aim. If you feel that there is anything we could do better, no matter how small, please speak to the pharmacy manager or if not available another member of the pharmacy team.

Our patient comments procedure operates as part of the NHS system for dealing with all manner of comments - both good and bad. The procedure meets national criteria and our pharmacy manager will gladly explain it to you.

The pharmacy team in our pharmacy work hard to provide you with the service you need. Please treat them with the courtesy and respect they deserve. We reserve the right to refuse to provide services to individuals who act in a violent, abusive, threatening or aggressive manner.

Please see the MedicX Pharmacy Healthy Living Services leaflet for a list of other non-NHS services that our pharmacy provides.

Access MedicX Pharmacy?

Please ask our pharmacy manager for information regarding access arrangements for the disabled to our pharmacy and its services. We will do all we can to help you receive the services you need.

Access the NHS when we are closed?

When this pharmacy is closed, health advice and information, including details of other local health services, is available around the clock from NHS Direct. You can use:

NHS Direct online at
www.nhsdirect.nhs.uk

NHS Direct Interactive on
digital satellite TV

The NHS Direct telephone service
call 0845 4647