

## Comments, Suggestions, Complaints and Compliments

Our aim is to give the highest possible standard of service. We welcome any general comments about the services we provide and any suggestions of ways in which 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.

If you have concerns about services that you have received from this Pharmacy, you should normally ask the Pharmacy to look into it for you, but if you prefer, you can ask your Local Health Board to do so.

You can contact you Local Health Board concerns team at:

### Concerns Team

Cardiff & Vale UHB,  
7th Floor, Brecknock House,  
UHW

Cardiff  
CF14 4XW

Tel: **02920 744095**

Email: **concerns@wales.nhs.uk**

## Disabled Customers

There is a ramped wheel chair access into the Pharmacy. If getting from your vehicle to the pharmacy is difficult, please feel free to telephone the shop and a member of staff will be happy to come out to your vehicle to offer any assistance you may need. Alternatively please ask about our free delivery service.

Our staff work hard to provide you with the best possible service. 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, threatening or aggressive manner.

## 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](http://www.nhsdirect.nhs.uk)
- ◆ NHS Direct Interactive on digital satellite TV
- ◆ The NHS Direct telephone service. Call 0845 4647.



372 Cyncoed Road  
Cyncoed  
CF23 6SA

**Telephone** 02920 752 150

**Email** [info@cyncoedpharmacy.co.uk](mailto:info@cyncoedpharmacy.co.uk)

**Website** [cyncoedpharmacy.co.uk](http://cyncoedpharmacy.co.uk)

## OPENING HOURS

Monday-Friday 9am – 6pm

## This pharmacy is owned by:

Thornes Pharmacy Limited

Celtic House

Caxton Place

Pentwyn

Cardiff



NHS  
WALES  
GIG  
CYMRU

# As your local community pharmacy, we can offer a wide range of services and facilities for you and your family.

**(funded by NHS Wales)**

## Dispensing

We dispense NHS prescriptions and will give advice on how to get the most benefit from your medicines. We keep a comprehensive stock of medicines and use a fast and an efficient wholesaler service to enable us to fill all prescriptions promptly.

## Repeat Dispensing

We can 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 request us not to. Please remember: **keep all medicines out of reach and sight of children.**

Our pharmacist can advise you on safe storage of medicines.

## Unwanted Medicines

Please return all unwanted medicines to the pharmacy where we will dispose of them safely.

## Health Advice and Self-care

The pharmacist and our trained assistants are available for advice on all medicines and minor ailments, in private if required. 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.

## 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.

## Common Ailment Service

We can provide free confidential advice and treatment on a range of common ailments without you having to see your GP.

## Medicines Use Reviews and Discharge Medicine Reviews

You can make an appointment with our pharmacist to discuss how you are getting on with your regular medicines, or medicines you have recently been discharged from hospital with. 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.

## We provide these NHS services on behalf of:

**Cardiff and Vale University Health Board**

University Hospital of Wales

Heath Park

Cardiff

CF14 4XW

Tel: **029 2074 7747**

## Other Services We Provide:

### Repeat Prescription Collection and Delivery Service

We offer a repeat prescription collection and delivery service from all local surgeries. Please ask for details.

### Medicines Sales

We keep a wide range of over-the-counter medicines and also vitamins and mineral supplements.

### 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.

If you would like any more information about any of the services mentioned, please ask a member of staff or telephone the number on the front of this leaflet.