



The friendly  
pharmacy with a  
passion for diabetes.



Providing NHS services

### **Spirit Pharmacy**

Spirit House  
Saffron Way  
Leicester  
LE2 6UP

Telephone 0116 464 5558

Email: [hello@spirit-pharmacy.co.uk](mailto:hello@spirit-pharmacy.co.uk)

Website: [www.spirit-pharmacy.co.uk](http://www.spirit-pharmacy.co.uk)

### **Opening hours**

Monday - Friday 9am – 5pm  
Saturday Closed  
Sunday Closed

**As your pharmacy, we can offer a wide range of services for you and your family. This leaflet provides information about our services.**

## NHS services we provide:

**Dispensing prescriptions** - We dispense NHS prescriptions (paper and electronic) 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 efficient wholesaler service to enable us to dispense all prescriptions promptly.

We can also dispense NHS repeat dispensing prescriptions. Ask us for more information about this service.

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 staff can advise you on safe storage of medicines.

**Unwanted medicines** - Spirit Pharmacy is happy to dispose of any unwanted or used medicines via our free postage service.

Alternatively, you can take unwanted medicines to your local pharmacy to be disposed of safely.

**Health advice and self-care** - Our pharmacists and trained assistants are available to provide advice on all medicines and minor ailments. We can also give you advice on how to live a healthy life. We can direct you to other sources of advice and assistance if we are unable to help you.

**Medicines Use Review service** - This is a medicine check-up service, which is useful if you regularly take several prescription medicines or are on medicines for a long-term condition. This confidential NHS service will help you find out about your medicines, identify any problems you may be having with them and help you take your medicines to best effect.

**New Medicine Service** - When you are prescribed a medicine to treat a long-term condition for the first time, our pharmacists will support you to use the medicine safely and to best effect.

Around two weeks and again at four weeks after you first receive a new medicine, we will contact you to see how you are getting on with it and discuss any problems you may have. This service is only available to people using certain medicines. Our pharmacist will give you details and offer this free NHS service if this is available to you.

**Patient records** - We keep records of all your prescriptions we dispense for you as well as records of other services we provide to you. 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 on confidentiality. If you want to discuss the records we keep, please speak to a member of staff.

**We provide the above NHS services on behalf of:**

NHS England, PO Box 16738, Redditch, B97 9PT  
[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

**Other services we provide:**

**Prescription delivery service** - We offer a free prescription delivery to your home or preferred address. Ask us for more information about this service.

**Free Online Diabetes Education** - To find out more about our free online diabetes education, please contact us.

**Emergency supplies** - If you need one of your regular prescribed medicines in an emergency, and you are unable to contact your doctor, we may be able to help. This can only be done in genuine emergencies and it may incur a charge.

**Questions, comments, suggestions and complaints**

If you would like more information about any of the services we

provide, please telephone the number on the front of this leaflet.

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about our service, and provide any suggestions for 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. Our pharmacist will give you further information about this.

### **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](http://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.