

Outpatient prescription service

Information for patients

How will the service work?

Your medication will be available to collect either at your clinic appointment or from one of 50 LloydsPharmacy branches across Hampshire (some are open in the evenings and at weekends in addition to during the day). The possibility of collecting at your clinic appointments varies between the different clinic sites, and you will be informed about the arrangement in place for your clinic. It is important that you still attend your regular clinic appointments to ensure that the doctors can monitor your health and to arrange ongoing supplies of your medication.

You will be able to choose which LloydsPharmacy branch you would like your prescription available to collect from and you will be issued with a collection card or sent a text message at your clinic appointment.

Missed appointments or running out of medication

If you miss appointments or fail to collect your medication, please contact your clinic (details below) to book a new appointment or make arrangements for further supplies of your medication **at least 2 weeks** before your supply will run out.

Collection from a LloydsPharmacy branch

All prescriptions will be packed into standard LloydsPharmacy prescription bags and will be identified only by your patient ID number and Date of Birth ensuring that confidentiality is maintained at all times. Your collection card or clinic text must be presented by either yourself or your patient representative for them to provide the prescription to you. All prescriptions must be collected from your nominated branch and are not eligible for onward home delivery.

Once you have collected your prescription, please check the contents to ensure that you have received the medication that you were expecting. If you feel that anything is missing or incorrectly supplied, then please contact your clinic on the telephone number shown below who will help resolve the issue.

LloydsPharmacy

Solent 
NHS Trust

Patient ID number:

Patient DOB:

This patient is exempt from paying prescription charges in accordance with Solent NHS Trust prescription charge exemption criteria.

Note to patient: This exemption is only valid for Solent NHS Trust prescriptions dispensed by LloydsPharmacy

Please note that the local LloydsPharmacy is acting as a collection point only, they are not able to investigate any queries on your prescription; please contact your clinic with any queries.

The collection branch will hold your prescription for 7 days from the expected collection date, which will be stated in your text message or written on your collection card. After 7 days, if the prescription is still not collected, the medication will be removed from the branch, and your clinic informed.

At home your medication needs to be stored in a safe location that is too high for young children to reach or see. It needs to be stored out of direct sunlight or sources of heat. Also check the expiry dates on the medication to ensure that you use up medication with an earlier expiry first.

If your medication is changed and the doctor tells you not to use up the old medication, please take it to a pharmacy or your next clinic appointment so that it can be disposed of safely.

Who can I contact?

If you have any queries about how to take your medicine or about interactions or side effects, you should contact the Pharmacist, Nurse specialist or Clinical Team at your local clinic.

Clinic	Telephone Number
St Mary's Community Health Campus, Portsmouth	023 8103 1209
St Mary's Hospital, Newport, Isle of Wight	023 8103 1209
Royal South Hants Hospital, Southampton	023 8103 1208
Crown Heights, Basingstoke	023 8103 1207
Aldershot Centre for Health, Aldershot	023 8103 1207

Alternatively, messages can be left using our Single Point of Access team on 0300 300 2016 or using your Personal Health Record (PHR).

Customer charter, standards of service

At LloydsPharmacy we aim to give you a professional, efficient, and personal service. To achieve this we promise the following:

- We will dispense medicines accurately and promptly.
- We will keep a confidential record of prescription medications that we have given you. This will help us check that you can take your medicines safely.
- As we are required, we pass your prescription information on to the relevant body in the NHS to allow our services and cost of drugs to be paid.

If you want more detail on the information that we hold and your right to see it or obtain a copy of that information, please contact the Pharmacy Superintendent at the address contained in this leaflet.

If you are unhappy

There may be times when our service may not meet your expectations. In order to improve our service, we welcome and value your comments, even your complaints.

How to complain

If you feel the Pharmacy Manager can resolve your complaint, please speak directly to them or you may want to tell the Pharmacy Superintendent by writing to LloydsPharmacy LTD, Sapphire Court, Walsgrave Triangle, Coventry, CV2 2TX.

You must raise your complaint within 12 months of the incident, or 12 months of discovering the problem, as long as this is within 12 months of the actual incident.

However you make your complaint we aim to acknowledge your complaint within 2 working days of receiving it; and resolve or explain the issue within 20 working days.

Our aim is to:

Find out what caused your concerns and why; and apologise if we are at fault, and take whatever action is necessary to prevent a repeat of what caused the complaint in the first place.