

Welcome to Peak Pharmacy Online!

This is our practice leaflet. Please keep this safe as it contains important information about this pharmacy and services we offer.

Who are we?

Peak Pharmacy Online
Manor House
Merlin Way
Ilkeston
Derbyshire
DE7 4RA

This Pharmacy is owned by:

Manor Drug Company, 11 Manchester Road,
Walkden, Manchester. M28 3NS

Opening Hours

This Pharmacy is open:
9am – 5:30pm Monday- Friday
Tel: 0115 9512092

Contact Details

Email:
pharmacy.online@pcthealthcare.com

Website:
www.peakpharmacy.co.uk/online-prescriptions

About Us

Peak Pharmacy Online is a distance selling pharmacy. This means we are not like your traditional pharmacy as you cannot come visit us. But this doesn't mean that we care less about your health. Need help, just give us a call. If we are ever unable to process your prescription or obtain a medicine we will contact you.

Questions, Suggestions, Complaints

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 at this pharmacy and any suggestions of ways in which we can improve our services to you. If you want to make a complaint, you can choose to complain to either ourselves in the first instance, or to:

NHS England PO Box 16738
Redditch
B97 9PT

Email: england.contactus@nhs.net Telephone:
0300 311 22 33

NHS 111

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.

Threats of Violence

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.

GDPR statement

We keep records of all your prescriptions dispensed by us 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 contact us. We have a privacy policy that discusses how we use your data and that can be found on our website:

www.peakpharmacy.co.uk/online-prescriptions

Please be assured that we do not use your health data for any marketing purposes, but we may, in line with our privacy policy, contact you about promotions or other things you may be interested in. You are able to unsubscribe at any time.

NHS Services We Provide

We provide the above NHS services on behalf of:

NHS England, PO Box 16738, Redditch, B97 9PT
england.contactus@nhs.net

NHS Prescription Dispensing

We can dispense your NHS prescriptions so long as your GP surgery sends electronic prescriptions.

We keep a comprehensive stock of medicines and use a fast and an 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

Please return all unwanted medicines to any pharmacy where they will be disposed of safely. We can accept returns of unused medicines. Please note that **we cannot accept returns of sharps e.g. needles**. Please contact your GP surgery for further information.

Health Advice and Self-Care

Our pharmacist and trained assistants are available to provide advice on all medicines and minor ailments. Want to discuss something simply pick up the phone or send us an email. All discussions are private and confidential. We can also give you advice on how to live a healthy life, for example, advice on how to stop smoking or eat healthily. We can also direct you to other sources of advice and assistance if we cannot help you ourselves.

Medicine Delivery

To give you an idea of how long it will take to receive your medicines, it usually takes your GP around 48hrs to approve your prescription, and it will then take us around 24-48hrs to dispense your medicines. All medicines are then shipped with Royal Mail to the address as specified on your prescription or another nominated address if more convenient. We use tracked services so you can follow your prescription every step of the way. Please note that delivery usually takes 2-3 working days from the point we ship your medicine. Please order early so as to avoid any unnecessary delays as your GP, Royal Mail and Peak Pharmacy do not work weekends.

Controlled Substances – These will require a signature and we will only deliver to the address on the prescription.

Refrigerated medicines, for example insulin. These will only be posted Monday-Thursday and will be shipped using a next day service.

Medication use Reviews and New Medication Service

Need help with your medicines, or have you just started a new medicine? You may be eligible for a review with our pharmacist. Our focus is on ensuring you get the most from your prescribed treatments.

Other Services We Provide

As well as operating an NHS pharmacy processing NHS prescriptions, Peak Pharmacy Online has an established website selling a wide range of over the counter medicines.

The websites we operate include:
TravelPharm – Our specialist travel pharmacy who can advise on health matters relating to travel including vaccinations and malaria prophylaxis.

Peak Pharmacy Online – Our online community pharmacy. Stocking all your regular over the counter medicines and more.

At both websites we offer consultations for prescription medicines to treat and prevent specific conditions without a trip to your GP. Conditions we prescribe for include erectile dysfunction, prescription strength hay fever treatments, malaria prophylaxis and more.

For further information please visit Peak Pharmacy Online or TravelPharm.