

chat about your problem in our private room. We appreciate your concerns and having "heard it all before" we will give you objective advice.

### Disposing of Unwanted Medicines

These days it is very important not to throw any unused medication down the loo or in the bin. To help you get rid of this problem, your local pharmacist will now accept any medication that you or your family do not need. Just drop it in next time you are passing. We regret that unwanted medicines cannot be accepted from nursing homes.

### Specialist Services

Our pharmacy will now provide a variety of specialist services to help improve the health of our local community e.g. Care in the Chemist and Emergency Hormonal Contraception. Have a look at our website to update yourself with the latest services.

### Confidentiality

This Pharmacy complies with the Data Protection Act and the NHS Caldicott code of confidentiality.

### Complaints and Compliments

If you have any queries or comments about any aspect of this pharmacy (good or bad!) please do not hesitate to let us know. You can tell us any way you like; face to face, in writing, by telephone, letter, email, etc. If you are still not happy then you may contact the owner or the local area team's complaints system.

### Violent customers

Our staff try hard to give you a good service, but if anyone shows signs of violence or aggression to any of our staff, we reserve the right to refuse to provide any NHS services to them

### When we are closed

When the pharmacy is closed, health advice and information, including details of other local health services, is available round the clock from:

- ◆ NHS Direct: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk).
- ◆ Call NHS 111

# Parade Chemist Practice Leaflet



## Opening Times

Monday to Friday 9am to 6.30pm  
Saturday 9am to 6:00pm  
Sunday & Bank Holiday Closed

### Address

25 Grand Parade,  
Haringey, London, N4 1LG  
Tel: 0208 292 1636  
Email: [paradechemist@gmail.com](mailto:paradechemist@gmail.com)  
Website: [www.paradechemist.co.uk](http://www.paradechemist.co.uk)



Providing NHS Services



# Services For Patients of North East London Area Team

C/O NHS Commissioning Board, 1W09,  
1st Floor, Quarry House, Quarry Hill,  
Leeds, West Yorkshire, LS2 7UE



## Dispensing

You can choose how you want your prescription to be dealt with. You can organise for us to collect your prescription from your surgery, or you can collect it yourself. If we collect it, then it will be ready within 48 hours for you to pick up, depending on your surgery's repeat prescribing policy. If you bring it in yourself, depending on the time of day, the script should be ready within 15 minutes or so.

## Repeat Dispensing

If you are a suitable candidate for this service your GP will be able to send enough prescriptions to cover up to twelve months treatment. You will still have to come back to the pharmacy for each supply but you will avoid the need to ask the GP for a new prescription every month. You can, of course visit your GP any time you feel unwell as normal.

## Collection Service

This pharmacy operates a prescription collection service from our local surgeries. For further details ask any member of staff.

## Delivery

We will deliver it, if you wish.

## Problems taking your medication?

We can provide a variety of systems to help you - some you need to pay for and some are provided by the NHS. For further details ask any member of staff.

## Advice - Availability

If you are too busy to arrange an appointment to see your doctor or feel your problem is not severe enough to talk to the GP, you can always call in to our pharmacy. There you will be seen, in private if required, by a highly qualified healthcare professional who can give advice and if necessary supply a remedy or refer you on to a very wide variety of National and local services, if your problem requires further help.

## Lifestyle Advice

With all the information about the best way to live your life constantly being updated, our pharmacist will help you decide what the risks/benefits are for various diets, exercise regimes, alternative therapies etc.

## Managing Long Term Conditions

If you are one of the many people suffering from a long-term illness like diabetes or asthma, our pharmacist can help you with controlling the symptoms, checking your drugs are working and that you are not suffering from side effects. They can also tell you about non-pharmaceutical advice that can improve your

quality of life.

We can help monitor the various tests that your illness may require and explain what it all means in simple terms.

## Sexual Health

Emergency Hormonal Contraception (EHC) and Pregnancy testing.

## Travel Health

We can provide you with a comprehensive service when you are planning foreign travel, including advice on vaccination and malaria prophylaxis, skin protection products, etc

## Health Screening

e.g. Blood Pressure, Blood Sugar, Cholesterol

## Signposting

If you are looking for help in the health or social service sector, we can provide a list of departments that should be able to help. Also we have lists of local and national organisations who can help you

## Website

Our website can direct you to national and local self help and health organisations, which can offer a great deal of useful and practical advice.

## Access

We do all we can to ensure easy access to all our patients. However if you have any problems getting to our premises or while you are actually in the pharmacy, please do not hesitate to contact a member of staff or call us on the above number.

## Privacy - Embarrassing Problems

If you are even slightly embarrassed we can