We are a Distance Selling Pharmacy (internet based pharmacy / mail order community pharmacy). We offer a full range of NHS essential services by telephone, secure email, website, home delivery services to anywhere in England in safe and effective manner. We are UNABLE to provide any NHS essential pharmacy services face to face at our premises or in the vicinity of our premises. Our premises is NOT open to access by public.

NHS funded services we provide:

NHS Dispensing

We dispense and deliver NHS prescriptions for medicines and appliances (received by post, private collection service, Electronic Prescription service) nationwide with reasonable promptness and will give advice (both proactively and also at your request) on how to get the most benefit from your medicines. We keep a comprehensive stock of medicines and use several fast and efficient wholesaler/s service to enable us to dispense all prescriptions promptly. We also supply supplementary items, provide expert clinical advice for specified appliances. We aim to dispatch all acute and repeat prescriptions within 24 hours of receiving a valid prescription. Call us or Email for more information.

NHS Repeat Dispensing

We can dispense and deliver NHS repeat dispensing prescriptions for medicines and appliances (received by post, private collection service, Electronic Prescription) service nationwide issued by your doctor. Where we believe this service may be of benefit to you, we will promote this service to you. Call us or Email 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. Appropriate containers will be used for adequately protecting medication in transit. Simply call us or email us for more and detailed information.

NHS Unwanted Medicines

We can collect all your unwanted medicines and arrange them to be disposed of safely. Contact us by phone or email to arrange a collection of unwanted medicines from anywhere in England. We will make arrangement for a registered waste carrier to collect your unwanted medication from your home. Our van drivers can also collect the unwanted medicines as we are a registered waste carrier. We are unable to accept sharps.

NHS Healthy Living Advice and Self-care

The pharmacist is available throughout the opening hours for advice on all medicines and minor ailments, over the phone, by email or written letters or leaflets. We also (on your request or where a pharmacy procedure identified a potential need) give you advice on how to live a healthy life and support for self care, for example, advice on how to stop smoking, or healthy diets by telephone, email, leaflets or website. By providing this service we minimise inappropriate access to healthcare.

NHS Sign Posting

We can direct you to other sources of advice and assistance if we cannot help you ourselves. Call us or Email for more information. Alternatively visit our website. We also signpost you to other service providers.

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 etc 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. A more detailed patient information leaflet is available by post / email on request.

Expert Clinical Advice

We provide expert clinical advice over telephone where a specified appliance is supplied. Contact on the Pharmacy telephone number. A suitably trained Pharmacist will provide and record advice. When the pharmacy is closed contact NHS 111.

We provide these NHS services on behalf of:

NHS England
Durham, Darlington & Tees Area Team
The Old Exchange, Barnard Street
Darlington, Dl3 7DR
Tel: 01138251600

Other Services we provide:

Private Collection Service

We provide a private prescription collection service from some surgeries. Please contact the pharmacy by telephone or email for more information.

Other Information

Comments, Suggestions, Complaints and Compliments

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.
If you have any comments, suggestions or complaints, please speak to a member of staff over telephone or send an email.

We welcome any general comments about the services we provide and any suggestions of ways in which we can improve our services to you. We also randomly send community pharmacy patient satisfaction questionnaires by post or email to a proportion of customers for feedback on our service once every year.

We operate a complaints procedure as part of the NHS system for dealing with complaints. Our system meets national criteria. Our [Pharmacist/Complaints Manager] will give you further information.

An NHS Advocacy provided by NHS Independent Complaints Advocacy (ICA) is available to provide advice and support for people who wish to complain about the NHS. The ICA can be contacted on telephone number: 0808 802 3000

Disabled Customers

In accordance with the Disability Discrimination Act (DDA) (superseded by Equality Act) we offer support to those who are in need. Where required we can provide:

- Medication in easy open bottles or in weekly medication packs
- Compliance reminder sheets or Compliance aids
- Large font labelling for medication.
- Communication in alternative formats or means as required.

Safety Policy

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 over the telephone or by email.

When we are closed

When the pharmacy is closed, health advice and information, including details of other local health services, is available around the clock from below sources. You can use:

- NHS choices at www.nhs.uk
- NHS 111 telephone service by ringing 111 ; 24hours a day
- In an emergency dial 999

LINGFIELD PHARMACY

Unit 34, Flexspace
Lingfield way,
Darlington , DL1 4QZ

Telephone : 01325790026
Fax: 01325790027
Email: info@lingfieldpharmacy.co.uk
Website: www.lingfieldpharmacy.co.uk

OPENING HOURS

Monday- Friday 9:00am – 6:00pm

All our NHS services are available throughout the opening hours without any interruptions. We have a pharmacist every day of the week (Monday to Friday) to help us provide a full range of essential services alongside dispensary staff and delivery drivers.

Your Pharmacist

Philip Okoroafor

(We also use other locum pharmacists when needed)

This pharmacy is owned by:

Sofil UK LTD

Unit 34, Flexspace
Lingfield way, Darlington.
DL1 4QZ

Providing NHS Services

NHS