

At Medco Pharmacy we recognise the wider determinants of health and the impact that social and environmental factors have on people's health. We strive to maintain a strong emphasis on helping people maintain their own health and wellbeing.

We are committed to supporting all NHS priorities, not only in relation to minor ailments, but also as part of an integrated strategy to combat major diseases. We pride ourselves on the relationships we develop with our customers to understand and meet their needs.

Dispensing

We pride ourselves in dispensing all prescriptions promptly and courteously. Our highly trained and professional staff will always take time to discuss your pharmaceutical needs, lend advice on products, and explain how to get the most benefit from your medications as well as explain the proper usage of medical equipment and devices. We dispense all NHS prescriptions and are able to offer very competitive prices on all private prescriptions. We keep a very comprehensive stock of medicines and use a fast and an efficient wholesaler service to enable us to fill all prescriptions promptly.

Patient Medication Records

We use the latest information technology to deliver our services and as part of this we keep records of all your prescriptions dispensed by us. This helps us check for possible problems, such as reactions

between medicines and will help us deal with any queries you may have in the most efficient manner. We comply with the Data Protection Act and the NHS code of practice on confidentiality.

Prescription Collection & Delivery

If you are taking regular medicines, we offer a repeat prescription collection and delivery service. Where we manage all your prescriptions, placing repeats orders, collecting them from your doctor's surgery and delivering them to you at your convenience. Ask us for more information.

Unwanted Medicines

Please return all unwanted medicines to the pharmacy where we will dispose of them safely. Unwanted medicines may be returned to our drivers.

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.

Health Advice and Self-care

The pharmacist and our trained assistants are available for advice on all medicines and minor ailments. We are able to offer advice on how to live a healthy lifestyle and or any health related issues. If need be we'll refer you to the best source of advice or assistance. You may contact our Pharmacy team by phone, post or via the internet.

Medicines Use Reviews

You can make an appointment with our pharmacist to discuss how you are getting on with your regular medicines. It will allow you to learn more about your medicines and ask any questions you may have, and if you are having any difficulties, our pharmacist may be able to assist. Contact us for more details on this service.

MDS SERVICES

We specialise in providing pharmacy services to Residential & Nursing homes, Domiciliary Patients, Sheltered Housing and Assisted Living Centers. We are able to offer all types of compliance aids and medical equipment. Contact us for more information on this service.

Other Services we provide:

- Repeat prescription service
- Medicine sales and advice
- Veterinary medicines
- Prescription collection
- Free delivery service
- Holiday Healthcare
- Emergency supplies
- Private prescriptions
- MDS service
- Perfumery
- Domestic Patient Compliance aids

Medco Pharmacy offers a complete selection of medications, supplies and services with a friendly staff to make your experience as effortless as possible. If you require any further information on our services, please contact us as 020 85001238, or email us at: medcopharmacy@hotmail.co.uk

We provide these NHS services on behalf of:

Becketts House
2-14 Ilford Hill
Ilford
Essex
IG1 2QX

Telephone: 020 8478 5151
Fax: 020 8926 5001

Suggestions & Complaints

We're committed to ensuring an unsurpassed level of service. We welcome any general comments about the services we provide and any suggestions of ways in which we can improve our services to you. For all feedback please speak to a member of our staff. We operate a complaints procedure as part of the NHS system for dealing with complaints. Our Pharmacist will be able to give you further information, please contact them directly on: 020 8500 1238

You may also seek advice from the local Patient Advice and Liaison Service (PALS). PALS are not part of the complaints procedure itself but they might be able to resolve your concerns informally or they can tell you more

about the complaints procedure and independent complaints advocacy services.

Patient Advice & Liaison Service:
Redbridge PCT, Becketts House
2-14 Ilford Hill
Ilford
Essex, IG1 2QX
Tel: 0800 0926 995

Disabled Customers

We are committed to providing a service with equal opportunities to all. If we need to know about any disabilities when delivering medications, please inform a member 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 reserve the right to refuse to provide services to individuals who act in a violent, threatening or aggressive manner.

When we are closed...

When this pharmacy is closed, health advice and information, including details of other local health services, is available 24/7 from NHS direct. Please contact NHS direct them at:


- ↘ www.nhsdirect.nhs.uk
- ↘ Interactive on digital satellite TV
- ↘ Call 0845 4647

Medco Pharmacy is operated from a registered premises under the GPhC, Registration number: 1108 251


This Pharmacy is owned by:
PHARMACLINIQUE LIMITED, 145-157 ST JOHN STREET
LONDON, EC1V 4PW

medco
MEDCO PHARMACY



 CALL **020 8977 6140**
FAX **020 8500 0649**

 FOR SHOPPING, ADVICE & INFORMATION
VISIT US ONLINE:
www.medcopharmacy.co.uk

 MEDCO PHARMACY
31-33 PARK ROAD, TEDDINGTON
GREATER LONDON, TW11 0AB

 OPENING HOURS
MON - FRI | 0900 - 1830
SAT | 0900 - 1400
CLOSED | WEEKENDS & BANK
HOLIDAYS

Providing NHS services

