



**We offer a wide range of services and facilities for you**

### **Dispensing prescriptions**

We dispense NHS prescriptions (paper and electronic) and will give advice on how mostly benefit from your medicines. We keep a comprehensive stock of medicines and use a fast and an efficient wholesaler service to enable us to dispense all prescriptions promptly.

### **Repeat Dispensing**

We can also dispense NHS repeat dispensing prescriptions. This means you can obtain your regular medicines directly from the Pharmacy. We can keep your batch prescriptions safe for you at the pharmacy or you can hold on to them as long as we have the authorising prescription. Please contact us for more information.

### **Health advice and self-care**

Our Pharmacist and trained assistants are available to provide advice on all medicines and minor ailments. We can also give you advice on how to live a healthy life, for example, advice on how to stop smoking or healthy diets. We can direct you to other sources of advice and assistance if we cannot help you ourselves.

### **New Medicine Service**

When you are prescribed a medicine to treat a long-term condition for the first time, the Pharmacist will support you to use the medicine safely and to best effect.

Our Pharmacist will talk to you approximately up to two weeks after you first receive the medicine to see how you are getting on with it and to discuss any problems you may have. A second follow-up will be a month after you first receive the medicine. The service is only available to people using certain medicines. Our Pharmacist will give you details and offer this free NHS service, if this is available to you.

### **Patient records**

Our computer allows us to keep information on all of the medicines we dispense for you 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 speak to our Pharmacist.

**We provide the above NHS services on behalf of:**

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

### **Other services we provide:**

#### **Free prescription service**

As we are a distance selling pharmacy, all prescriptions are delivered to our customers. We offer FREE delivery on NHS prescriptions.

#### **Online medicines sales**

We have a variety of medicinal products for various conditions available to purchase on our website including vitamins and supplements. This also includes pharmacy only medicines which can be purchased under the supervision and review of a Pharmacist.

#### **Holiday healthcare**

Our Pharmacist is always happy to give advice on medical requirements for travellers, including anti-malaria medicines and to recommend holiday ailments.

#### **Private Prescriptions**

We can process your private prescriptions reasonably priced and have them delivered to you efficiently. This may incur a delivery charge.

#### **Emergency supplies**

We may be able to help in a genuine emergency when you are unable to contact your doctor and need your prescription medicine. This may incur a charge.



## Questions, comments, suggestions, complaints and compliments

If you would like more information about any of the services we provide, please telephone the number on the front of this leaflet.

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 have any questions, comments, suggestions, complaints or compliments please speak to a member of staff.

We operate a complaints procedure as part of the NHS system for dealing with complaints. Our

system meets national criteria. Our Pharmacist will give you further information about this.



## Providing NHS services

### Out of business hours

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](http://www.nhs.uk).

### This pharmacy is owned by:

Pioneer Medicina Ltd. 08414800  
Telephone number: 020 3879 4043

## e-medicina

*The Pioneers of healthcare*

### Contact details

#### e-medicina pharmacy

Lansdowne Building, 2 Lansdowne Road, Croydon,  
London, UK, CR9 2ER

**Telephone:** 020 3879 4043

**Email address for orders:** [sales@e-medicina.co.uk](mailto:sales@e-medicina.co.uk)

**Queries:** [customerservice@e-medicina.co.uk](mailto:customerservice@e-medicina.co.uk)

-Website-

[e-medicina.co.uk](http://e-medicina.co.uk)

### -Opening hours-

**Monday - Friday** 9.00am – 6:00pm  
**Saturday** Closed • **Sunday** Closed  
**Bank holidays:** Closed

### -Your Pharmacist is-

**Nabil Mitry** MRPharmS 2037290 (Manager)  
**Osagie Victory Okundolor** MRPharmS 2087405  
(Superintendent Pharmacist)

Providing online medicine sales, prescription medicines and advice