

As your local community pharmacy, we offer a wide range of services and facilities for you and your family. Some of these are our own services, and others are services funded by NHS Wales as follows:

Services funded by NHS Wales:

Dispensing

We dispense NHS prescriptions and will give advice on how to get the most benefit from your medicines.

Repeat Dispensing

We can dispense NHS repeat dispensing prescriptions issued by your doctor.

Medicines Disposal

Please return unwanted medicines to the pharmacy where we will dispose of them safely. However, we are unable to accept the return of needles or sharp items, or items from a care home.

Health Advice and Self-care

Our team are available for advice on medicines and minor ailments, in private if required.

We can also give you advice on how to live a healthy life, for example, advice on how to stop smoking, or healthy diets.

Signposting

We can direct you to other sources of advice and assistance if we cannot help you ourselves.

Medicines Usage Reviews

Patients on regular medication with us may be eligible for a free annual consultation to get the most out of their medicines, and identify any potential issues.

Discharge Medicine Reviews

Patients who have recently been discharged from hospital can have the changes assessed by the pharmacist and counselled on, with a follow up a month later to see how they are getting on.

Emergency Supply Service

On Saturdays or selected bank holidays, you may be able to receive a supply of repeat medication you have run out of for eligible* patients.

Minor Ailments Scheme

For common minor illnesses and ailments, you can receive advice and may be able to receive free treatment. Refer to the Choose Pharmacy leaflets in store for more information.

Flu Vaccination

Speak to a member of our team to see if you are eligible* for the Flu vaccination

We provide these NHS services on behalf of:

Cardiff & Vale UHB Headquarters
University Hospital of Wales,
Heath Park, Cardiff, CF14 4XW
Tel: 02920747747

Other Services We provide:

Repeat Prescription Collection and Delivery Service

We offer a daily repeat prescription collection service from **Crwys Medical Centre** on Wedal Road, and **Cathays Surgery** on Cathays Terrace.

Requests normally take 2 to 3 working days.

We also deal with and collect from many other Cardiff surgeries, including Whitchurch Road, Albany Road, North Road, Pen-Y-Lan, and Roath House surgery among others, and home delivery of medicines to eligible patients*.

Medicines Sales

We keep a wide range of over the counter medicines, vitamins and mineral supplements, and stock over 8000 items at discounts on our website. We also dispense Private Prescriptions.

BMI and blood pressure checks

You can have your BMI and blood pressure checked in store

Travel and Holiday Healthcare

We can advise on medical requirements for travellers, including anti-malaria treatments.

**If you would like any more information about any of the services mentioned, please ask a member of staff or telephone the number on the front of this leaflet.*

Further information

Your data and information

The pharmacy and the services we provide are in line with the Data Protection Act, General Data Protection Regulation and NHS code of confidentiality.

Comments, Suggestions, Compliments and 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. If you have any comments, suggestions for improvements or complaints, please speak to a member of staff. You can also fill in our online survey in store, or online* and let us know how we can improve.

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.

If we are unable to resolve any issues, you may also wish to contact the following:

Concerns Team

Cardiff and Vale UHB
7th Floor, Brecknock House, UHW,
Cardiff, CF14 4XW
Tel: 02920 744095
Fax: 02920 336365
Email: concerns@wales.nhs.uk

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect. We reserve the right to refuse to provide services to individuals who act in a violent, threatening or aggressive manner.

Access arrangements for disability

We have a ramp for access to the pharmacy. Please knock on the door if you require any assistance so a member of staff can assist you.

When we are closed...

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

- NHS Direct online at www.nhsdirect.nhs.uk
- The NHS Direct telephone service. Call 0845 4647.



128 Crwys Road
Cathays
Cardiff
CF24 4NR

Telephone: 02920 373631
www.crwyspharmacy.co.uk

OPENING HOURS

Mon-Fri	8.45am – 6.15pm
Sat	9am – 5.15pm
Sun	Closed

Main Pharmacist:

Mustafa Ameer MRPharmS

This pharmacy is owned by:

Al Kamoosi Ltd
128 Crwys Road
Cathays
CF24 4NR



Providing NHS Services