

**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.

#### **Contraception Service**

We provide emergency contraception, as well as quick-start or 'bridging' contraception.

#### **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**

If you have run out of your regular prescribed medication, we may be able to supply some after discussion with our pharmacist.

#### **Common Ailments Scheme and Prescribing services**

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, or our website, for more information.

#### **Flu Vaccination**

Speak to a member of our team to see if you are eligible\* for the Flu vaccination (NB: This is from September to March)

#### **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 EPS**

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

We also accept electronic prescriptions, meaning we can dispense prescriptions from England or elsewhere in Wales from surgeries that are live and setup to send prescriptions electronically.

#### **Medicines Sales**

We keep a wide range of over the counter medicines, vitamins and mineral supplements, as well as gifts and household items in store.

#### **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.*

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## **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  
Woodland House, Maes Y Coed Road  
Cardiff, CF14 4TT  
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](http://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](http://www.crwyspharmacy.co.uk)

### **OPENING HOURS**

Mon-Fri	8.45am – 6.15pm
Sat	9am – 2.00pm
Sun	Closed

### **Main Pharmacist:**

Mustafa Ameer MRPharmS

### **This pharmacy is owned by:**

Al Kamoosi Ltd  
128 Crwys Road  
Cathays  
CF24 4NR



Providing NHS Services