



**Live Well**  
Nationwide



Providing NHS services

# PHARMACY PRACTICE LEAFLET

**SERVICES**  
available **nationally**

To speak to us call on:

**01782 310001**

or email us on:

[support@livewellnationwide.co.uk](mailto:support@livewellnationwide.co.uk)

[www.livewellnationwide.co.uk](http://www.livewellnationwide.co.uk)

# NHS Services

- > **Dispensing medicines and appliances**

We dispense NHS prescriptions and provide advice by phone or email helping you get the most from your medicines

- > **Repeat Dispensing**

We can dispense NHS dispensing prescriptions and deliver them to a place of your choice

- > **Promotion of healthy lifestyles**

Leaflets are available on our website and can be posted out. Please call the pharmacy team for further information

- > **Disposal of unwanted medicines**

We accept unwanted medicines to the pharmacy for disposal. Please ring the pharmacy to arrange a return

- > **Support for self care**

Providing you advice to manage minor ailments and common conditions including any referrals if needed

- > **Signposting**

If you need further help or advice our team will direct you to the most appropriate source of help

## Other services we provide:

- > **New Medicines Service**
- > **Travel Medicines Private**
- > **Prescriptions**
- > **Weight Loss Medications**



# Comments, Suggestions, Complaints and Compliments

We aim to provide the highest standard of service and welcome your feedback to us. If you have comments, suggestions or complaints please contact our Information Governance Lead Mobeen Khurshid.

This matter will then be fully investigated and you will receive a detailed response to your complaint. You can contact him on:

mobeen@livewellnationwide.co.uk Alternatively you can write to:

Mobeen Khurshid (IG Lead)

Live Well Nationwide

Unit 4 Crabtree Close, Stoke-on-Trent, ST4 2SW

If we have not resolved your complaint to your satisfaction you can then put forward your complaint to in writing to:

NHS England

PO Box 16738

Redditch

B97 9PT

You can also email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

or telephone: 0300 311 22 33

## Data Protection & Confidentiality

We at Live Well Nationwide comply with the Data Protection Act and the NHS code on confidentiality.

We ensure all patient information and data is handled within these guidelines

You may choose to opt out of the NHS using your data for planning and research purposes – please ask for details

**For more information please visit  
[www.livewellnationwide.co.uk](http://www.livewellnationwide.co.uk)**



## Out of Hours Advice & Support

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) when the pharmacy is closed, for any health advice and

## Access arrangement for Disabled Customers

As this is an online pharmacy, regulations prohibit customers from accessing essential services from the pharmacy.

## We provide the above NHS services on behalf:

Shropshire And Staffordshire Area Team  
0113 825 3712  
Anglesey House, Wheelhouse Road, Towers Plaza, Rugeley,  
Staffordshire, WS15 1UL

## Dignity and respect in the workplace

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 violent or abusive customers

Our Data Protection Officer is Tayab Khurshid you can email him on [dpo@livewellnationwide.co.uk](mailto:dpo@livewellnationwide.co.uk)

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### Live Well Nationwide

Unit 4 Crabtree Close, Stoke-on-Trent, ST4 2SW

Tel. [information01782 310001](tel:01782310001)

Email [support@livewellnationwide.co.uk](mailto:support@livewellnationwide.co.uk)

**Opening Hours:**  
**Monday to Friday: 9am to 5pm**