GIG CYMRU NHS WALES
Bwrdd Iechyd Prifysgol Cwm Taf Morgannwg
Cwm Taf Morgannwg University Health Board

Sands Pharmacy. *Formerly Well*, **As your local community pharmacy, we can offer a wide range of services and facilities for you and your family.**

Dispensing
We dispense NHS prescriptions and will give advice on how to get the most benefit from your medicines. We keep a comprehensive stock of medicines and use a fast and an efficient wholesaler service to enable us to fill all prescriptions promptly.

Repeat Dispensing
We can dispense NHS repeat dispensing prescriptions issued by your doctor. Ask us for more information about this service.

Emergency Supplies
If you need one of your regular medicines in an emergency when you are unable to contact your doctor, we may be able to help.

We must stress that this can only be done in genuine emergencies.

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

Common Ailments Service (CAS)
We can provide advice, treatment or referral for a large number of common ailments.

Pharmacist Independent Prescribers
We can provide advice, treatment or referral for minor infections and conditions. You can book an appointment to access the service simply by giving us a call.

Stop Smoking Services
We provide level 2 and 3 stop smoking services.

Influenza Vaccinations
This service is available form September to March each year. *Subject to vaccine availability.*

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.

Unwanted Medicines
Please return all unwanted medicines to the pharmacy for safe disposal. *We can not accept sharps.*

Health Advice and Self-care
The pharmacist and our trained assistants are available for advice on all medicines and minor ailments and healthy living in private if required. We can direct you to other sources of advice and assistance if we cannot help you ourselves.

Discharge Medicines Review
If you have recently been discharged from hospital or any other care setting our pharmacist can ensure that you receive the intended medication and how to get the best from them.

Patient Medication Records
Our computer allows us to keep records of all your prescriptions dispensed by us. This helps us deal with any queries you may have about your medicines.
We comply with the Data Protection Act and the NHS code of practice on confidentiality.

These services are funded by NHS Wales and we provide these NHS services on behalf of:
Ynysmeurig House,
Navigation Park,
Abercynon,
Rhondda Cynon Taff
CF45 4SN
Tel: 01443 744800

Other non NHS Wales services

Repeat Prescription Collection Service

We offer a repeat prescription collection service from selected local surgeries. Please ask for details.

Private Prescription Dispensing Service

We dispense private, Doctor, Dental and Veterinary prescriptions at competitive fees.

Delivery Service

Provided to the local Sandfields area. Please ask us about the qualifying criteria. Dependant on available capacity.

Medicines Sales

We keep a wide range of over the counter medicines and also vitamins and mineral supplements.

Holiday Healthcare

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

Comments, Suggestions, Complaints and Compliments

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.
If you have any comments, suggestions or complaints, please speak to a member of staff.

We welcome any general comments about the services we provide and any suggestions of ways in which we can improve our services to you.

We operate a complaints procedure as part of the NHS system for dealing with complaints. Our system meets national criteria. Our [Pharmacist/Complaints Manager] is able to provide further information.

Disabled Customers

Automated door access
Hearing loop
Large print labels
Non CRC medicine bottle tops

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 around the clock from NHS Direct Wales. You can use:

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

Sands Pharmacy

11 Lias Road
Porthcawl
CF36 3AH
Telephone: 01656 772443

OPENING HOURS

Monday-Friday 9am – 6pm

Your Pharmacists:

Chris Perrington MRPharmS
Anthony Edwards MRPharmS
Matt Hussain MRPharmS
Susannah Perrington MRPharmS

This pharmacy is owned by:

Sandfields Pharma Limited
Address as above.