

As your local community pharmacy, we offer a wide range of services and facilities for you and your family. Please speak to a member of staff if you have any questions.

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.

Medicine containers

All medicines are dispensed in child resistant containers unless you ask us not to. Please remember: keep all medicines out of the reach and sight of children. Our pharmacist can advise you on safe storage of medicines.

NHS Health Advice and Self-care

The pharmacist and our trained assistants are available for advice on all 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. We can direct you to other sources of advice and assistance if we cannot help you ourselves.

NHS Medicines Use Reviews

This is a medicine check-up service, which is useful if you regularly take several prescription medicines or are on medicines for a long-term illness. This confidential NHS service will help you to find out more about your medicines, identify any problems you may be having with them and help you to take your medicines to best effect.

NHS Discharge Medication Reviews

This is a medicine check service ensuring patients get the correct medication upon discharge from hospital. A pharmacist will contact the patient within a week of discharge ensuring that any medication changes and updates have been implemented correctly by the GP and pharmacy. A check-up a month later will follow ensuring the patient is still happy and no issues have arisen.

Secure System Records

Our computer allows us to keep records of all your prescriptions dispensed by us. 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 of practice on confidentiality. If you want to discuss the records we keep, please ask to speak to the pharmacist.

Follow us on



or visit us at
www.insync-pharmacy.co.uk

Want a quiet word?

We have a consultation room available if you'd like to discuss something in private.

We provide the above NHS services on behalf of:

Cardiff and Vale University Health Board
University Hospital of Wales, Heath Park
Cardiff, CF14 4XW

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 will give you further information. If you remain dissatisfied or wish to bring your complaint to the attention of Cardiff and Vale University Health Board the statutory NHS body responsible for the Cardiff area, you may contact:

Concerns Manager
Cardiff and Vale University Health Board
University Hospital of Wales
Heath Park, Cardiff, CF14 7XB



Caring...is our passion

OPENING HOURS

Monday:	8.30am - 6.00pm
Tuesday:	8.30am - 6.00pm
Wednesday:	8.30am - 6.00pm
Thursday:	8.30am - 6.00pm
Friday:	8.30am - 6.00pm
Weekends:	Closed

**67 Thornhill Road,
Cardiff, CF14 6PE**

Tel: 029 2075 5682 Fax: 029 2076 1718

**Your Local
Pharmacy**

Other services we provide

Repeat Prescription Collection and Delivery Service

We offer a repeat prescription collection service from selected local GP practices. Please ask for details. Patients are able to order medication either by:

Free Phone: 0800 988 3003

Fax: 02920 761718

Online: www.insync-pharmacy.co.uk

Patients can collect their medication from: Insync Pharmacy 67, Thornhill Road, Llanishen & Excalibur Drive collection & delivery site.

Free Delivery Service

Insync offer a comprehensive free delivery service for all patients within the Cardiff area. Please note we would require all deliveries to be signed for. We can not leave medication unattended or posted through the letterbox.

Help taking your medicines

We can provide medication dosage systems to patients who require them. Talk to a pharmacist about these.

Medicines sales

We keep a 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.

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 and it may incur a charge.

Flu vaccinations

This pharmacy runs a seasonal drop-in flu vaccination service provided by its trained pharmacists. 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.

Disabled Customers

We provide:
Wheelchair Access
Disabled Parking
Disabled Toilets

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, for any health problem advice and details of other health services, contact NHS Direct, 24 hours a day. Call 0845 4647 or visit www.nhs.uk/nhsdirect

This pharmacy is owned by:
Insync Healthcare Pharmacy Ltd
Company Registration No. 05943949
General Pharmaceutical Council
Registration No. 1092933



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CYMRU
NHS
WALES**

**Providing NHS services
funded by NHS Wales**