

# Smarta Healthcare



## Our Services Bringing Healthcare to your fingertips

Smarta Healthcare is an award winning healthcare company dedicated to helping you get the most from your NHS and private prescription medicines. We provide the following range of services:

### Dispensing Prescription

We specialise in dispensing NHS and private prescriptions, you can order special medicines or appliances if needed. We source medicines from only reputable suppliers to guarantee medicines efficiency.

There are 3 ways of sending your prescription or repeat request to us: **Telephone, E-mail or Fax** to arrange collection of your prescription.

**Electronic Prescriptions** you can nominate us via our website, contact your surgery to nominate Smarta Healthcare to receive prescriptions.

**Register on our Website:** [www.smartahealthcare.co.uk](http://www.smartahealthcare.co.uk)

Once we receive the prescription we can send out most prescription orders on the same day, however Royal Mail deliveries will arrive the following day.

### Prescription Collection and FREE Delivery Service

If you take repeat medication, enrolling for this service can make managing your medicines a lot easier. Once you've filled in the repeat, we are able to order and collect the repeat prescription.

### Emergency Supplies

In emergency situations if you urgently require medication and cannot get in to see your GP, we may be able to help. Speak to our Pharmacist who will be able to advise you.

### Urgent Prescriptions

For information about extended hours of opening for pharmacies in your area you can visit <http://www.nhs.uk/Service-Search/Pharmacy/LocationSearch/10>

### Advice on Self-Care

We offer a wide range of healthcare medicines that are available without a prescription. Our website contains downloadable patient information leaflets on most products and also a vast amount of health information in our health blog. Our team are always at hand to be able to provide advice on treating minor ailments and the safe use of medicines.

### Unwanted Medicines

We can safely dispose of medicines that are no longer required by you. Please contact our pharmacy team to arrange collection of unwanted medicines.

### Medicine Containers

Medicines supplied in bottles have child resistant containers, if however you wish not to have a 'click lock' lid, please let us know. Most medicines nowadays are packaged in blister strips. Again, please contact us if you have difficulty taking your medication out of strips or have difficulty in remembering to take your medication. Our Medication trays options may help you to manage your medicines better.

### Medicine / Dosette Trays

If you, or someone you care for is struggling to remember how and when to take their medicines we can dispense them into medicines trays, to take away the burden.

You can easily contact us by text, e-mail and phone for advice or assistance in medication matter.

Providing NHS services



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Bringing pharmacy and healthcare to you

# Smarta Healthcare

## Healthcare medicines

Our extensive range of healthcare products can be viewed online on [www.pharmacy.smartahealthcare.co.uk](http://www.pharmacy.smartahealthcare.co.uk)

We only offer safe and appropriate medicines for sale over our website. We are also readily available to provide advice and recommendations of the most appropriate product for your conditions.

## Online Doctor

If you are unable to wait to see your GP, you may be able to consult our Online Doctor for certain prescription medicines. These can be delivered to you discreetly and securely within a couple of days.

Visit our website for a quick no obligation, private consultation today. [www.smartahealthcare.co.uk](http://www.smartahealthcare.co.uk)

## 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 operate a complaints procedure as part of the NHS system for dealing with complaints. Our system meets national criteria. Our Pharmacist can give you further information.

You may also seek advice from the local Patient Advice and Liaison Service (PALS). PALS are not part of the complaints procedure itself but they might be able to resolve your concerns informally or they can tell you more about the complaints procedure and independent complaints advocacy services. Email: [pals@bedfordshire.nhs.uk](mailto:pals@bedfordshire.nhs.uk)

An independent complaints advocacy service (ICAS) is available to provide advice and support for people who wish to complain about the NHS. Email: [enquiries@icas.org.uk](mailto:enquiries@icas.org.uk)

## Respect

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.

## Contact us

You can contact us at any time about our products and services. Our Pharmacist and the team are available to answer any queries you may have.

Out of hours you are welcome to send an e-mail and we will endeavour to get back to you very soon. For more urgent help the former NHS direct line has been replaced by **NHS 111**.

## Opening Hours

Days	Open	Closed
Monday	9am	5pm
Tuesday	9am	5pm
Wednesday	9am	5pm
Thursday	9am	5pm
Friday	9am	5pm
Saturday	Closed	Closed
Sunday	Closed	Closed

## Our Address

Smarta Healthcare, 5B Stephenson Court, Fraser Road, Priors Business Park, Bedford, MK44 3WJ

 **01234 831768**

 [services@smartahealthcare.co.uk](mailto:services@smartahealthcare.co.uk)

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

Smarta Healthcare is a distance selling pharmacy meaning under the terms of our NHS contract, patients are not permitted to attend at the pharmacy premises. We offer a very quick and convenient delivery service for all our services at the convenience of your home.

We abide to the professional code of conduct and our Clinical Governance Policy in the handling of confidential information governed by the Data protection Act. Our Pharmacy is regulated by the General Pharmaceutical Council (GPhC). Details of our registration can be seen by visiting the GPhC website: [www.pharmacyregulation.org](http://www.pharmacyregulation.org). Please visit our website for more information about our Terms and Conditions of service and Privacy & Security policy.

Contact details for the local PCO:  
Bedfordshire Clinical Commissioning Group  
Capability House, Silsoe, Bedfordshire, MK45 4HR

Providing NHS services



Bringing pharmacy and healthcare to you