

Welcome to

GRANTA Pharmacy



Granta Pharmacy

Sawston Medical Centre
London Road
Sawston
CB22 3HU

Telephone: 0300 234 555
Option 2 for Sawston, then option 2 for Pharmacy

Opening Hours

Monday -	8am to 8pm
Tuesday -	8am to 6pm
Wednesday -	8am to 6pm
Thursday -	8am to 6pm
Friday -	8am to 6pm
Saturday -	Closed
Sunday -	Closed

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

Health Advice & Self-care

Our pharmacists and 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.

Medicines Use Reviews (MUR's)

You are welcome to discuss how you are getting on with your regular medicines. It will help you get the best from your medicines and ask any questions you may have, and if you are having difficulties taking your medicines our pharmacists may be able to assist. Please ask for more details on this service.

New Medicines Service (NMS)

If you are prescribed a medicine to treat a long-term condition for the first time, you may be able to get extra help and advice about your medicine from one of our pharmacists through a free scheme called the New Medicine Service (NMS).

Some people may have problems when they start a new medicine. As part of the NMS scheme, our pharmacists will support you over several weeks to use the medicine safely and to best effect.

This service is only available to people using certain medicines. Please ask the pharmacy staff for more details.

Holiday Healthcare

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

Medicines Sales

We keep a range of over-the-counter medicines and also a selection of travel-related products. Our staff are trained to advise you on the use of all of these products – please feel free to ask if you need advice.

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 service to enable us to fill all prescriptions promptly.

Repeat Prescriptions

The easiest way for Granta patients to manage their medicines is via online access. Repeat prescriptions can be ordered online, along with managing appointments. Application forms are available in the Granta New Patient Pack and on the Granta website www.grantamedicalpractices.co.uk Please present with your completed form and some photo ID at any Granta surgery where your request will be processed and approved within 5 working days.

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 pharmacists can advise you on safe storage of medicines.

Unwanted Medicines

Please return all unwanted medicines to the pharmacy where we will dispose of them safely.

Sharps Bin Disposal

We are no longer able to accept sharps bins for disposal at any of our sites. Instead, your local council offers a clinical waste collection service for collection of sharps bins from your home address.

Further details are available from:

South Cambridgeshire District Council, Tel: 03450 450 063

<https://www.scambs.gov.uk/bins/domestic-clinical-and-hygiene-waste>

North Hertfordshire District Council, Tel: 0800 328 6023

<https://www.north-herts.gov.uk/home/waste-and-recycling/waste-and-recycling-houses/domestic-clinical-waste>

Please note that prior to the first collection, patients requiring collection of clinical waste, including sharps bins from their home address, will need to complete the appropriate form from the council for the area in which they live (form available to download via the above links or hard copies are available from any of our reception desks).

Part of this form needs to be completed by your GP. Once you have completed your part of the form, please hand it to any one of our receptions and please allow at least 7 days for your GP to sign off.

Patient Medication 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 GDPR and the NHS Code of Practice on confidentiality.

Facilities for Customers with Health Conditions or Impairments

The pharmacy is downstairs next to the main entrance which has automatic doors. Assistance dogs are welcome in the building. Our staff will be happy to help with any access arrangements.

Emergency Supplies & NUMSAS

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.

Additionally, the NHS Urgent Medicine Supply Advanced Service (NUMSAS) can supply emergency medicines via a referral from NHS 111. This helps to reduce the burden on urgent and emergency care services of handling urgent medication requests, whilst ensuring patients have access to the medicines or appliances they need.

We provide these NHS services on behalf of:

NHS Cambridgeshire
Heron Court
Cambridge Road
Ida Darwin
Fulbourn
Cambridge, CB21 5EE.

Zero Tolerance

Granta Pharmacy operates a zero tolerance policy for any patient that may be violent or abusive towards any member of our staff, or any other person on pharmacy premises.

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 at this pharmacy. If you have any comments, suggestions, compliments or complaints, please speak to a member of staff. We are keen to resolve any issues as soon as possible and will work with you to ensure that issues are investigated and resolved.

We welcome any general comments about the services we provide and any suggestions of ways in which we can improve our services to you. From time to time we may ask you to fill in one of our Patient Satisfaction Questionnaires (PSQ's).

We operate a complaints procedure as part of the NHS system for dealing with complaints. Our system meets national criteria. Please ask for our "Comments & Complaints" leaflet for further information.

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 Choices. You can use:

- NHS Choices online at www.nhs.uk
- Call 111 when you need medical attention quickly, but it's not a 999 emergency

You can treat many minor illnesses such as colds and coughs, sore throats, and upset stomachs easily at home. Make sure you keep stocked up with health care essentials such as pain relief (paracetamol), cough and sore throat remedies, a first aid kit, upset stomach treatment, rehydration treatment and heartburn / indigestion treatment. Having these essentials at home will not only save you time and help you feel better quicker, but will also help save the NHS much needed resources.

Alternative pharmacists can also offer you advice and guidance on the best treatment for you when we are closed. They are available on every high street and in supermarkets with many open evenings and weekends.

**If you need urgent medical assistance when we are closed
please ring NHS 111**

**If your condition poses an immediate threat to life
please ring 999**