



## Victory Internet Pharmacy

VIP service to your door

Airport Service road  
PO3 5NU

Phone: 02393 880 222 FAX: 02392 698444  
[info@victoryinternetpharmacy.co.uk](mailto:info@victoryinternetpharmacy.co.uk)  
[www.victoryinternetpharmacy.co.uk](http://www.victoryinternetpharmacy.co.uk)

### Opening hours :

Monday to Friday : 9:00 am to 1:00pm  
2:00pm to 6:30pm  
(Local delivery times to 9:00 pm)

**Pharmacy owned by:**Victory internet services,Unit 2 Fairway business centre. Airport Service road. PO3 5NU

**As your communitypharmacy, we can offer a widerange of services and facilitiesfor you and your family.**

Providing NHS Services



### Dispensing Prescriptions

We dispense NHS prescriptions (paper and electronic) 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 dispense all prescriptions promptly.

We can also dispense NHS repeat dispensing prescriptions. Ask us for more information about this service.

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 staff can advise you on safe storage of medicines.

### Unwanted Medicines

Please return all unwanted medicines to our delivery driver where we will dispose of them safely.

### Health Advice and Self-care

The pharmacist and our trained assistants are available for advice on all medicines and minor ailments via phone or email. 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.

### 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 the Data Protection Act and the NHS code of practice on confidentiality.. If you want to discuss the records we keep, please speak to a member of staff.

### Other Services we provide

#### Repeat Prescription Collection Service

We offer a repeat prescription collection service from your surgery.

We will collect your prescription either personally or via the Electronic service and dispense it, ready for delivery.

#### FREE Delivery Service.

We will deliver your medicines promptly using our drivers if you live within Portsmouth. We will also use secure parcel delivery service to deliver any medicines outside the catchment area.

#### Medicines Sales

We offer a wide range of over the countermedicines, vitamins and mineral supplements, devices via our delivery service.

## Emergency Medicine supply

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.

## New Medicine service.

When you are prescribed a medicine to treat a long-term condition for the first time, the pharmacist will support you to use the medicine safely and to best effect.

Our pharmacist will talk to you approximately two weeks after you first receive the medicine to see how you are getting on with it and to discuss any problems you may have. A second follow-up will be a month after you first receive the medicine. The service is only available to people using certain medicines. Our pharmacist will give you details and offer this free NHS service, if this is available to you.

### **We provide these NHS services on Behalf of:**

NHS England, PO Box 16738, Redditch, B97 9PT  
england.contactus@nhs.net

### **Comments, Suggestions, Complaints and Compliments**

Our aim is to give the best possible standard of service if you believe our services can be improved in anyway, please let us know. We take all comments seriously and strive for excellence. If you would like to provide feedback on any of our service(s) please contact us by phone, email or via our website. We operate a complaints procedure as part of the NHS system for dealing with complaints. Our system meets national criteria. Our Pharmacist/Complaints Manager will give you further information.

## Disabled Customers

Various compliance aids are available to our disabled customers. Please ask for more details.

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 out of hours service.

NHS out of hours service : dial 111

Or visit [www.nhs.uk](http://www.nhs.uk)

**PLEASE NOTE:** This pharmacy is called a distance selling pharmacy. This means you cannot collect your prescriptions from our premises and we must deliver them to you. If you would prefer to collect your prescriptions in person then you will need to nominate a different pharmacy. To do this and our staff can provide you with a list of EPS2

pharmacies that you can nominate for this purpose.