

Question, comments, suggestions and complaints

Our aim is to give the highest possible standard of service. We also welcome any general comments and suggestions of ways in which we can improve our services.

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.

You may also seek advice from the local Patient Advice and Liaison Service (PALS).

Patient Advice & Liaison Service (PALS)

Ipswich Hospital NHS Trust, Heath Road, Ipswich IP4 5PD.

Patient Records

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

When we are closed...

When the pharmacy is closed, if you urgently need medical help or advice, but it's not a life-threatening situation, contact NHS 111, by calling 111. Information can also be accessed at www.nhs.uk.

Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We may refuse to provide services to individuals or those accompanying those individuals who are violent or threaten violence.

Electronic Prescriptions

We are pleased to dispense your prescriptions from any surgeries if you nominate our pharmacy for the Electronic Prescriptions.

You can order your repeat prescription either by ringing us on 01473 286203/708952 or at www.woodbridgeroadpharmacy.co.uk.

Where to find us

We will continue to operate as before from the current location.

Take Lacey Street from Woodbridge road (opposite to St. Helens primary school). Follow Lacey Street round and the Pharmacy will be on your right. Entrance is through the car park.

Our premises are accessible to disabled customers and we are able to assist with any disability.



Woodbridge Road Pharmacy
102, Lacey Street,
Ipswich. IP4 2PH.
Tel : 01473 286203 /708951
Fax : 01473 284024
www.woodbridgeroadpharmacy.co.uk

Free P
parking



Woodbridge Road Pharmacy

Providing Healthcare
for the Community

102, Lacey Street, Ipswich, IP4 2PH. Tel: 01473 286203
www.woodbridgeroadpharmacy.co.uk

FREE Delivery when you nominate
your local pharmacy today!



NHS Free Flu Vaccination

Opening Hours

MONDAY TO FRIDAY 9am - 6pm
1pm - 2pm - Closed

Travel Clinic



Shop online at
www.woodbridgeroadpharmacy.co.uk



Tel: 01473 286203/708952
www.woodbridgeroadpharmacy.co.uk

Providing NHS Services





Woodbridge Road Pharmacy

Providing Healthcare
for the Community

102, Lacey Street, Ipswich, IP4 2PH. Tel: 01473 286203
www.woodbridgeroadpharmacy.co.uk

EPS Patient Authorisation Form

Patient's Detail

Name :

Address :

Date of Birth :

Telephone :

Mobile :

I authorise the Woodbridge Road Pharmacy to
collect my prescription in any format.

Patient's Signature:

Patient's Representative:

Date :



Find us on
Facebook



Healthy
Living
Pharmacy

As your local community pharmacy

we offer wide range of services and
facilities for you and your family

NHS services we provide:

Repeat Prescription Service

We offer a free repeat prescription collection service
from practices. Get in contact with us for more details.

Seasonal Vaccination

We provide an NHS flu vaccination to people aged 18
years and older who are eligible to receive a free
vaccination. Ask us for details.

Free NHS Morning after pill

Stop Smoking Service

We offer a free NHS Stop Smoking Service to help you
along the way to quit smoking.

MUR and NMS

We offer Free NHS Medical Use Reviews (MUR) and
New Medicine Service (NMS), where the pharmacist
talks over the first use then continued use of
medicines.

Disposal of Unwanted Medicines

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

We provide the above NHS services on behalf of:

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

Other Services we provide:

Prescription Delivery

We offer a free delivery service for those that aren't
able to collect their prescriptions.

Travel Clinic

We can advise on medical requirements for
travellers, including Malaria Prophylaxis, Meningitis
(ACWY) for Haj and Umrah with certificate, Hepatitis
A and B, Cholera, Typhoid Vaccine, Japanese
Encephalitis, Rabies Vaccine, Yellow Fever,
Diphtheria, Tetanus and Poliomyelitis, Shingles,
Rifaximin, Altitude sickness, & Tick-Borne
Encephalitis.

Men and Women Health

UTI (Urinary Track Infection), Erectile Dysfunction
also available. Consult our pharmacist.

Blood Pressure, Diabetes Check & Cholesterol Test

We offer free blood pressure and diabetes checks
that are done in private consultation room.

Weight Management

Consult our pharmacist.

Healthy Lifestyle Advice

Bister packs, Dosette Box and Care home
service are also available.

This information is available in large print on
request.



Free Stop Smoking Service
Ask our pharmacist for details



Plan your medicines better
Talk to our pharmacist for details



Tel: 01473 286203/ 708952
www.woodbridgeroadpharmacy.co.uk