Regent Pharmacy

13 Regent Street Clifton
Bristol BS84HW

Tel: 01179 735500 Fax : 01179 466040

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 NHS system for dealing with complaints. Our system meets national criteria. Our (Pharmacist / Complaints Manager) will give you further information.

You may also seek advice from 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

PALS co-ordinator
NHS Bristol,
South Plaza,
Bristol, BS1 3NX
Tel 0117 9003433

An independent complaints advocacy service (ICAS) is available to provide advice and support for people who wish to complain about the NHS

ICAS South West
Tel South West 01225762630

Opening Hours



Monday	9am	to	6pm
Tuesday	9am	to	6pm
Wednesday	9am	to	6pm
Thursday	9am	to	6pm
Friday	9am	to	6pm
Saturday	9am	to	5.30pm
Sunday	Closed		

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 direct. You can use:

- NHS Direct online at www.nhsdirect.nhs.uk
- NHS Direct Interactive on digital satellite TV
- The NHS Direct telephone service
  Call 0845 4647

Accesing the Pharmacy

Wheelchair users are able to access the pharmacy. We are happy to help any customer with their needs

We are unable to provide services to individuals who act in a violent, threatening or aggressive manner

This pharmacy is owned by:

MS Pharmacy LTD
6 Parrys Lane , Bristol, Avon, BS9 1AA

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Welcome to Regent Pharmacy

Make your local Pharmacy your first port of call for all health matters - after all , your pharmacist is a health care expert

Nowadays , as well as dispensing medicines, pharmacist offer an increasingly varied range of services aimed at helping you take charge of your health

First Aid

We carry a wide range items for home use but can also supply offices , shops and factories

Living Aids

We have a wide selection of living aids available designed to provide practical solutions to health related issues

Emergency Supplies

If you require an emergency prescription (for instance , if you cannot get to see a doctor), we may be able to help although this service is not available on the NHS . This service is at the pharmacist discretion

Dispensing Prescriptions

We dispense both NHS and private prescriptions using a computer system that automatically monitors your medicines for interactions. It would help us to help you even further if you could always try to use us for prescriptions as this enables your prescription history to be as comprehensive as possible .

Repeat Prescription Collection Service

We offer a free prescription , collection service and will deliver to housebound patients.
We can dispense NHS repeat dispensing prescriptions issued by your doctor.

Smoking Cessation Service

The Pharmacist is qualified NHS quit smoking counsellor

Unwanted Medicines

We help run a nationwide DUMP (Disposal of Unwanted Medicines) campaign so please return all unwanted medicines to us and we will dispose of them safety .We can also accept used needles and lancets.

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 pharmacist can advice you on safe storage of medicine

Holidays

Please ask about your holiday requirements. The Pharmacist is always happy to give advice about avoiding sunburn upset stomach , Malaria, and other holiday risks, and to recommend suitable remedies.

Advice on Medicines

We carry a wide range of well-known medicines, and the Pharmacist can advise you on the use of these , as well as these you may be taking on prescription .Your pharmacist can advise on all medicines and minor ailments, as well as alternative and herbal remedies .
Health care education and information leaflets are also available .

Emergency Hormonal Contraception (EHC)

You can now purchase EHC from us in a discreet and professional environment ; we have a private consultation area to address any questions and concerns with a trained pharmacist on hand, no appointment necessary

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 my have.
We comply with the Data Protection Act and the NHS code of practice on confidentiality.

We provide these NHS services on behalf of:

NHS Bristol,South Plaza,
Bristol, BS1 3NX 0117 90002494

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