



NHS

BLISS CHEMIST
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BLISS

UNDER NEW OWNERSHIP



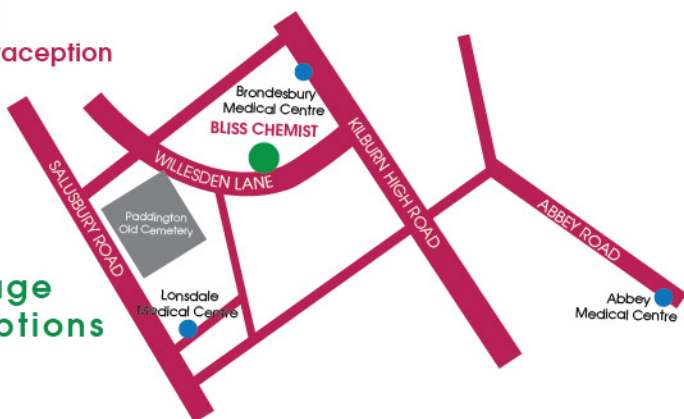
Your friendly local pharmacist is always on hand to offer:

- ▶ Dispensing NHS and private prescriptions
- ▶ Prescription collection service
- ▶ New medicines service
- ▶ Free advice any time
- ▶ Stop smoking
- ▶ Free blood pressure testing
- ▶ Emergency hormonal contraception

FIND US FROM YOUR LOCAL MEDICAL CENTRE

- 🚶 Brondesbury Medical Centre - 6 minutes walk
- 🚶 Lonsdale Medical Centre - 9 minutes walk
- 🚶 Abbey Medical Centre - 18 minutes walk

Allow us to manage your repeat prescriptions for you



50-56 Willesden Lane, London, NW6 7SX

020 7624 8000
www.blisschemist.co.uk

OPENING HOURS:
MON - SAT: 9AM - 7PM
SUN: 10AM - 5PM

List of NHS services:

- Dispensing of NHS and private prescriptions
- Repeat prescription service
- FREE New Medicines Service
- Flu vaccinations
- Disposal of unwanted medicines
- FREE blood pressure checks
- Emergency hormonal contraception service*
- Phlebotomy (blood test) service*
- Travel vaccines*
- Anti-malaria medication*

Disability access available.

Double doors provide easy access for disabled customers.

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 dialling 111**. Information can also be accessed at www.nhs.uk

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We are not obliged to serve violent or abusive customers.

Bliss Chemist complies with the Data Protection Act and the NHS code on confidentiality.

Comments, Suggestions, Complaints and Compliments

Our aim is to give the highest possible standard of service.

We would like to hear what you think about the service we provide.

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 Complaints Manager, Mr Hitesh Shah, will 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.

NHS England can be contacted at:

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

PALS can be contacted at:

Trust Headquarters, B1 St Ann's Hospital,
St Ann's Road, Tottenham, London N15 3TH
020 8442 6859