

Gate2Pharma Pharmacy

Weltech Business Centre
Ridgeway
Welwyn Garden City AL7 2AA
Telephone 01707 3265 31
Customercare@gate2pharma.co.uk
www.gate2pharma.co.uk

Opening hours

Monday - Friday 9am - 17:00pm
Saturday Closed
Sunday Closed

As your local community pharmacy, we can offer a wide range of services for you and your family. This leaflet provides information about our services.

NHS services we provide:

Dispensing prescriptions - Nominate our pharmacy to manage your NHS repeat prescriptions quickly and easily via the NHS Electronic Prescription Service (EPS).

Benefits:

- Prescriptions sent digitally from your GP to us.
- We handle repeat requests—no need to contact your GP each time.
- Medications prepared in advance with free delivery option.

How to Nominate Us:

- Call our pharmacy, or
- Ask your GP to nominate us using our name and address.

Pharmacy First Service - Our pharmacy is proud to offer the NHS Pharmacy First Service, which allows you to access expert clinical advice and treatment for a range of common health



Providing NHS services

conditions—without needing to see your GP. Our trained pharmacists can assess your symptoms, offer advice, and where appropriate, supply NHS-funded treatment for eligible conditions. This means you can get the care you need quickly, conveniently, and close to home. Conditions We Can Help With:

- Impetigo
- Infected insect bites
- Shingles
- Sinusitis
- Sore throat
- Urinary tract infections (UTIs) in women (ages 16–64)

You can speak to us over the phone. No appointment is needed in most cases.

Emergency Supply of Regular Medication - If you've run out of regular medication and don't have a valid prescription, we may be able to provide an emergency supply, subject to legal requirements and the pharmacist's professional judgement. This service is for exceptional circumstances only. You'll need to provide details of the medication, dosage, and reason for the request. A pharmacist consultation is required to assess eligibility.

Discharge Medicines Service - In hospital, the medicines you take may be changed, or new medicines prescribed. With your consent, we may be informed of these changes so that we can provide advice and support to you with the medicines you will be taking after your visit to hospital. We can also liaise with the hospital and your doctor, if this is necessary. Ask us for more information about this service.

New Medicine Service - When you are prescribed a medicine to treat one a range of long-term conditions for the first time, the pharmacist will support you to use the medicine safely and to best effect. Our pharmacist will talk to you about one to 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. Our pharmacist will give you details and offer this free NHS service, if this is available to you.

Medicines sales

We keep a wide range of over-the-counter medicines and related products. Our staff members can help you to select the most appropriate products for your needs.

Patient records - We maintain records of all prescriptions dispensed and services provided to you, and may access NHS or local shared care records to support your care. This helps us ensure safe treatment, check for potential medicine interactions, and handle any queries. We adhere to the Data Protection Act and NHS confidentiality guidelines. For more information, please speak to a member of our team.

NHS Health Advice and Self-Care Support - Our pharmacist is available over the phone to offer expert advice on medicines, minor ailments, and healthy lifestyle choices—such as quitting

smoking or improving your diet. We can also direct you to other NHS services or sources of support where appropriate, helping you take control of your health from the comfort of your home.

Unwanted medicines – Please contact us to return all unwanted medicines or talk to your local pharmacy who can dispose of them safely.

We provide the above NHS services on behalf of
Hertfordshire and west Essex integrated care board.

Questions, comments, suggestions and complaints

Our aim is to deliver the highest possible standard of service at all times. We welcome your feedback to help us maintain and improve the quality of care we provide. If you have any comments, suggestions, or concerns about our service, please do not hesitate to speak with a member of our team. Any complaints will be handled promptly and professionally by our Responsible Pharmacist, who will escalate the matter to a director or our Superintendent Pharmacist if necessary. We appreciate all feedback and are committed to continuously enhancing our service for you.

Access for people with disabilities

In accordance with the Disability Discrimination Act (DDA) we aim to offer support to those who are in need. Where required we can provide: Medication in easy open bottles or in weekly medication packs; compliance reminder sheets and large font labelling for medication

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, threaten violence, commit or threaten to commit a criminal offence.

This pharmacy is owned by:

Dr Rana Siadati, Mr Mohammad Siadati. Weltech Business Centre, Ridgeway, Welwyn garden City AL7 2AA.