

Please tick to indicate what services you would like to know more about.

- |  |  |
|--|--|
| <input type="checkbox"/> Healthy Heart Check         | <input type="checkbox"/> Patient Satisfaction Survey |
| <input type="checkbox"/> Stopping Smoking            | <input type="checkbox"/> Minor Ailment scheme        |
| <input type="checkbox"/> MyRepeats.com               | <input type="checkbox"/> Emergency Contraception     |
| <input type="checkbox"/> Repeat Prescription Service | <input type="checkbox"/> Supply of contraceptives    |
| <input type="checkbox"/> Medicines Use Review        | <input type="checkbox"/> Chlamydia Screening         |

# £5 VOUCHER

this voucher entitles the bearer to a photo ID print redeemable to the value of £5, with any purchase made between March and December 2009 (one voucher per household)

Please complete details below...

**CONTACT DETAILS**

Name: .....

Address: .....

Tel No: ..... e-mail address: .....

**Repeat Prescription request form**

Please complete and hand in at the pharmacy. When we have recorded the details we will send it to your doctor.

Surgery Name: .....

Dear Doctor  
I have asked Newland Community Pharmacy to collect my repeat prescription from the surgery for me in person or by electronic transfer, and dispense my medicine. I am happy for them to do this until further notice.

Signature: .....

Date: .....

**Newland Community Pharmacy** 59-61 Newland Avenue, Hull HU5 3BG  
Tel 01482 342872 [www.newlandpharmacy.com](http://www.newlandpharmacy.com)

# What's News at Newland Community Pharmacy

Issue No3 Mar 09



## Fame at last!

Exciting times as the face of pharmacy changes. In Newland Community Pharmacy we always like to think we are trying to deliver the very best service we can. Thank you for all your comments on our patient satisfaction survey in 2007/8. You gave us a whopping 94% excellent while the other 6% thought we were good! That's a hard act to follow as we prepare to do this years survey.

## Free screening for the youngsters

Well the 40 to 64 years old anyway. We want to watch Hull's waistline too. The Daily Mail told part of the story. Hull often gets bad press about diet and educational standards. However we are often first in the country especially pharmacy services. People may not go to their doctors unless they are ill but often pop into the pharmacy for advice, self medication or related products. There are 30 pharmacies in Hull who can provide a cardiovascular check One tiny fingerprick and 20 minutes of your time to find out how risky your life is and the first step to improving it. Go on book an appointment.'



[www.newlandpharmacy.com](http://www.newlandpharmacy.com)

**NUMARK PHARMACISTS** PUTTING YOUR HEALTH FIRST

**Newland Community Pharmacy**

59-61 Newland Avenue, Hull HU5 3BG Tel: 01482 342872 Email: [newlandpharmacy@numarknet.com](mailto:newlandpharmacy@numarknet.com)

OPENING HOURS: 9am to 5pm Monday to Friday 9am to 5:30pm Saturday

### Digital Photos

You'll find details of our new printing service. The great advantage of it is that we can give you high quality prints instantly. We are so excited by our little machine – it's a top notch Mitsubishi - we are giving away a voucher for a FREE approved identity photo worth £5. It's valid with any purchase in the pharmacy. See the back of the newsletter for details

CLICK PIC TO SEE MORE

If you really want to know 'whats news' of course you will need to log onto our all singing all dancing website where we try and keep you bang up to date with all the latest developments, links to information sites, special offers, events!  
**Check it out...**

**£5 Voucher**  
see back for details

## Sexual Health

Watch out for the launch of yet another first for Hull! Teenage pregnancy rates are coming down. Hull pharmacies including Newland Pharmacy have been providing free emergency contraception for 9 years –



now the PCT has commissioned 17 pharmacies to provide a contraceptive service as well as testing and treatment of chlamydia. Ask in store for details.

## Minor Ailments Scheme

One of the really useful services that is funded by NHS Hull is the minor ailments scheme. It's sometimes difficult for your GP to have enough time for everyone that needs to be seen. Some conditions like nits, piles, runs, sticky eyes, worms don't need appointments with your doctor. It needs treating (and as soon as

possible!). Just bring your NHS number into the pharmacy and proof of exemption. You will receive immediate free of charge advice and treatment. If it can't be dealt with you'll be referred



## Dispensing services

Of course much of our time is taken with dispensing your NHS and private prescriptions. ETP (electronic transmission of prescriptions) means that information is bar coded at the doctors surgery and the information passes directly to us. Our team try to make the process as efficient as possible and we are

constantly looking for ways to improve our service. We have two Accredited Checking Technicians (Natalie and Payman) whose specific role is to ensure accuracy. Let us know if you have any suggestions to help us.



## Repeat prescriptions

We are always on the look out for better service. Our prescription re-order service to the local surgeries is free of charge. Excitingly we have joined forces with an award winning secure website -My repeats.com. You may find this on line site more convenient for you. Take a look and see. Registration is quick and easy.



Of course we are keeping all the usual traditional ways of ordering too: by phone, by e-mail or just call in! There's a form on the back to request more information. Don't forget to tell us if you are housebound and need delivery. That's free too!

## Medicine Check ups

You might have seen the orange question marks on prescription bags and wondered just what special things we were asking. We've been doing these review sessions for our regular customers for three years. It takes just a few minutes. The service

is and helps people get the most out of their medicines. Don't miss your opportunity. If you use the pharmacy for 3 months you can have a one to one session with the pharmacist to update records and make sure we are all clear about how, when, why and what!



## People

I'm sure you must have noticed there's something in the water at the pharmacy. As Emma takes maternity leave she will be swiftly followed by Jeanette later this year - they assure us they'll be back. Sue joins the ranks of the veterans Yvette and Jenny completing her 10year length of service! Steph joins us to help with the ever growing mountain of paperwork that modern businesses produce and we welcome Li who is keeping us spick and span.

## Planning Appeal

We can't complete the newsletter without special thanks to all who supported the appeal to prevent a challenge to the pharmacy services provided in the Newland Avenue area. Way back in December 2007, planning was refused for change of use to retail for a property on Alexandra Road. The appeal process that followed was long, drawn out and not due to be heard until October 2008. Lo and behold just one week before - the appeal was withdrawn! Alleluia. It was said by some they were scared of us though one person commented that we didn't need to collapse the whole of the economy just to prevent a certain chain trying to compete!



## Value for Money

Times are hard with the economy at the moment but we think Newland Avenue is a great place to be. We are members of the Traders Association. We look forward

to joining with the Community Church as part of their 'Love Local' campaign. During the 14 years Newland Pharmacy has been here 'the Avenue' has changed and there's certainly many more places to eat and drink now. What hasn't changed is that it's great variety and great value. We hope we do our bit too. Numark own brand products are exceptional value, beating the supermarkets hands down. Look out for our monthly special offers and our regular buy one get one free.

