

Patient Information



Pharmacy Name & Address

Vyne
Tennant Hall, Blenheim Grove
Leeds
West Yorkshire
LS2 9ET



Superintendent Pharmacist:

Harkirit Mudhar
Tel: 0113 487 3977
Fax: 0113 301 0225
Email: harkirit@myvyne.co.uk



Opening Hours:

Monday	09:00 - 13:00	14:00 - 18:00
Tuesday	09:00 - 13:00	14:00 - 18:00
Wednesday	09:00 - 13:00	14:00 - 18:00
Thursday	09:00 - 13:00	14:00 - 18:00
Friday	09:00 - 13:00	14:00 - 18:00
Saturday	Closed	
Sunday	Closed	

What to do if we're closed:

If you urgently need medical help in a potentially life-threatening situation, call 999 immediately.

If it's NOT a life-threatening situation but you require advice, contact NHS 111 by dialling 111. Information can also be accessed at www.nhs.uk

Access for people with disabilities

Although we operate as a distance selling pharmacy, we do have provisions for disability access when patients are required to come into the pharmacy.





NHS services we provide

Vyne has multiple pharmacy services, which are all services provided by the NHS.

Dispensing prescriptions

Vyne is able to dispense both paper and digital prescriptions. We hold a range of different medications and appliances in stock. Orders are received daily from our partner wholesaler. This enables us to maintain an efficient, secure dispensing procedure so all items are received in a timely manner.

All medication **MUST** be kept out of the reach and sight of children and stored securely. Our team can advise on safe storage of medicines. Speak to us today on **0344 225 1519**.

Repeat dispensing

If you or someone you care for uses the same medicines regularly, you may be able to benefit from using the NHS Electronic Repeat Dispensing (eRD) service.

This means you won't have to re-order your repeat prescriptions from your GP practice every time you need more medicine. Your GP or prescriber will then authorise a number of eRD prescriptions. This will be based on your circumstances and clinical need. These eRD prescriptions will then be supplied by Vyne at regular intervals.

Talk to your GP or the person who prescribes your medicines and ask them if you can use Electronic Repeat Dispensing (eRD).

Unwanted medicines

Please return unwanted medicines to any pharmacy, where they will be safely and responsibly disposed of. Unwanted medication should never be flushed down the toilet. The environmental impact of this is enormous and highly damaging to our delicate ecosystem. Please note, we are unable to accept any returned needles or sharps.

Please contact our team on **0113 487 3977** for further information about returning medicines.





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Health advice and self-care

Our friendly duty pharmacist can provide advice on all medications and advise on minor ailments. Please get in touch to find out more.

Vyne wants to empower all our customers to embrace healthy lifestyle choices. Our team are on hand to provide advice and make individualised recommendations based on your current lifestyle and/or needs. Some examples of where we can offer lifestyle support includes diet and weight loss guidance and smoking cessation advice.

Depending on your needs, if we're unable to provide support, our team will gladly direct you to someone who will be able to help.

Vaccinations

Here at Vyne, we provide NHS vaccinations for influenza for those ages 18 and over. NHS Flu vaccinations are provided free to those over 65, have certain medical conditions or pregnant women. Please contact us for more information.

Discharge Medicines Service

Vyne takes part in the discharge medicines service. When people are discharged from hospital, there are often changes to their medicines, which can result in confusion about what medicines they should be using. When a referral is received from the hospital, the pharmacist will review the information in the referral, including comparing the revised medicines prescribed to those the patient used before being admitted to hospital. If any issues are identified, these will be queried with the hospital or the general practice.

Healthy living pharmacy

Vyne has an interactive 'healthy living hub' which provides information/resources on how you can lead a healthy, happy lifestyle. This is updated regularly to ensure you are receiving the latest updates and advice. You can find this on our website.

Patient records

We keep records of all your prescriptions dispensed by us as well as records of other services we provide to you. This helps us check for possible problems, such as reactions between medicines and will help us deal with any queries you may have. 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.





Data Protection & Confidentiality

Vyne complies with the Data Protection Act 2018 and the NHS code on confidentiality. If you'd like to discuss your Vyne records, please speak to a member of our team on **0344 225 1519**. Our computer system 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 may have.



Questions, comments & complaints:

At Vyne, we want to provide the very best service (and nothing less). If you have any comments or suggestions, we would love to hear from you. Please call **0344 225 1519** or hello@myvyne.co.uk.

If you would like to register a complaint, you can do so by contacting either:

Superintendent Pharmacist

Harkirit Mudhar.

Tel: **0113 487 3977**, email: harkirit@myvyne.co.uk

or

NHS England

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



Threats of violence or abuse of our staff

Vyne will stop at nothing to provide you with the very best service. In return, we ask that you communicate with our team in a respectful manner. We reserve the right to refuse to provide our services to individuals who are aggressive, threaten violence, or commit or threaten to commit a criminal offence.

