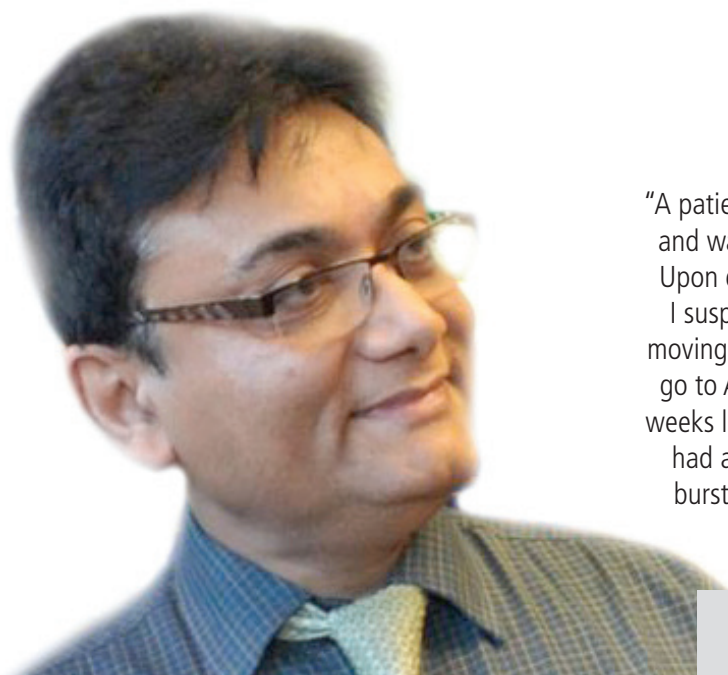


**YOUR
COMMUNITY PHARMACIES**

A selection of stories from the
health service front line

#lovemypharmacy
supportyourlocalpharmacy.org

Divyakant Mazny, Nu-Ways Pharmacy, Middlesex



"A patient complained of serious abdominal pain and wanted some advice on taking painkillers. Upon questioning, I ruled out minor problems. I suspected appendicitis but as the pain was moving, I could not be 100% so I advised her to go to A&E. She came into the pharmacy a few weeks later and told me I had saved her life. She had an ectopic pregnancy which could have burst and potentially, she could have died."

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Dave Harvey, London



"I've had Type 1 diabetes since a young age. One time, I was taking my insulin at work and I dropped the bottle and it smashed on the floor. I have an hour's commute to work so was a bit stuck. I went to my regular pharmacy and he arranged for me to have a replacement bottle. Another time, he arranged a supply of insulin strips which I needed as I was going on holiday the next day. Whenever I'm passing, I always drop in a tin of biscuits as they always go above and beyond."

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Dawn Zandra Cruickshank,
John Low Pharmacy in County Durham



"During a domiciliary visit for a patient taking warfarin (a blood thinner), a member of the pharmacy team found a gentleman who had fallen over in the garden. There was blood all down the garden path which alerted her to a problem. She knocked and walked straight in. He had his head over the sink, there was a great deal of blood. She rang an ambulance and he was in hospital for a couple of days."

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Chris Valley, Reading



"Being the father of four children aged 6-13, bugs and illnesses are quite easily picked up which can make life very difficult. Our pharmacy is open until 10pm so it makes it really easy to speak to our pharmacist for advice. I had a near fatal bout of pneumonia a few years ago and knowing this, the pharmacist told me about a pneumonia jab which gave peace of mind to me and my family. The whole pharmacy team are so friendly and approachable. It is very reassuring to be recognised as a person rather than just a face."

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Jane Lumb, Mason & Son Chemists, Coalville



"A patient was struggling with severe abdominal pain. He had been diagnosed with indigestion by the GP. After asking him a few questions, I advised him to go straight to A&E. He did and underwent emergency quadruple bypass!"

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Kate Owen, Bedfordshire



"I've been going to the same pharmacy since I was a child. I now have children of my own that I take there. I'm a teacher so it's difficult to get GP appointments without having to take time off work. Being able to visit a pharmacy for healthcare advice is so convenient!"

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Lodi Lama, Tankerton Pharmacy, Kent



"A patient came into the pharmacy very upset. He had been discharged from hospital with lots of new medicines to take. He was confused and his severe arthritis made it impossible to open the medicine bottles. I went through all his medicines with him and the counter staff put his medicines into bottles with easy open lids."

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Laura Willis, Peterborough



"My local pharmacy is great, they're the first place I go to for healthcare advice, especially for my young daughter. They are so friendly and helpful."

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Dawn Zandra Cruickshank,
John Low Pharmacy in County Durham



"During heavy snow, we couldn't get out on the roads to deliver medicines so we did many by foot. I had a phone call from a patient who was extremely concerned as he'd run out of insulin. I organised an emergency prescription with the surgery and then, rucksack on my back (containing several deliveries), trudged through the snow to reach the patient's house and duly delivered their insulin. They were so grateful for my efforts."

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Lorraine Brewer, Hertfordshire



"My pharmacist is brilliant. They arrange my repeat prescriptions for me. If they didn't offer this service, I'd have to pay to park in town to go to my GP surgery and then pay again 48 hours later to collect my prescription. They've also been really helpful in helping with minor medical queries which have meant I haven't had to visit my GP."

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Julie Child, Buckinghamshire



"My pharmacist knows every member of our family and greets us like we're old friends. More importantly, he knows our ongoing health issues and regular medication, so is able to offer advice and support."

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Sarah Cook, Bedfordshire



"My pharmacist is the best! He always has time to talk to you no matter how busy he is. I have a young child and he's helped me so much – cold sores in pregnancy, teething, temperatures and advising on helping my son when he had foot and mouth. I also feel confident that he'll soon tell me if I need to go to my GP. It's great to have the opportunity to have face-to-face with a healthcare professional without having to wait in line at a GP surgery – anyone with a toddler will understand that!"

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Your local pharmacy is more than just a place to get medicines. It provides a range of NHS services and ensures you can get face-to-face, healthcare professional advice without an appointment. Most pharmacies now have consultation rooms, where you can talk with your pharmacist without being overheard. What's more, pharmacies are part of the fabric of local communities. They provide local employment and are a health and social care asset close to where people live, work and shop.

**We want you and future generations to enjoy
all the benefits of a vibrant network of
community pharmacies.**

Let's keep the 'community' in community pharmacy!

[**supportyourlocalpharmacy.org**](https://supportyourlocalpharmacy.org)

