

### **Can I still go to other pharmacies?**

Yes, you can go to any pharmacy to buy medicines or collect other prescriptions. However, you will need to go to the pharmacy you have registered with to use the service.

### **What if I'm unhappy about the service I have received from the pharmacy?**

If you can, first talk to the pharmacist so they can try to sort out your complaint immediately.

If you can't do this, or if you have already spoken to your pharmacist and are still unhappy, you can make a complaint. The leaflet **Making a complaint about the NHS** explains how to do this. You can get this leaflet from most places where you get NHS care, or at [www.hris.org.uk](http://www.hris.org.uk).

### **How to find out more**

For more information about anything in this leaflet, contact:

- your local pharmacy
- your doctor or a member of NHS staff involved in your care
- the NHS Inform Helpline on **0800 22 44 88** (calls from a landline are free), or
- your local citizens advice bureau (find your nearest bureau on the internet at [www.cas.org.uk](http://www.cas.org.uk) or in your local phone book).