

Pharmacy (or Chemists)

Community pharmacies (or chemists) can be open for longer hours than your GP surgery, and they are usually open at weekends or late at night. Some are also open on Bank Holidays. They can often provide medical advice and some treatments.

Pharmacists are qualified medical professionals and can give you advice about common symptoms, medicines and healthy living. You can go to see a pharmacist without having an appointment.

How to find your local pharmacy

You can find [Pharmacies in Newcastle using the Organisation search](#)

NHS.UK allows you to search for a list of your local pharmacies, and the services they provide, using your postcode.

What to expect from your pharmacy

Pharmacies can offer many different services including:

- Dispensing your prescription with advice on how to take your medicines, what effects you might notice and what to do if you find unpleasant side effects, or think the medicine is not working.
- In certain circumstances, they can provide emergency supplies of your prescription medicines.
- Advice on, and treatment for minor ailments. Depending on the symptoms you describe, the pharmacist will tell you if they think you should talk to a doctor, or may recommend you buy a medicine.
- Advice on healthy living and disease prevention. In some pharmacies this will include professional counselling on stopping smoking, weight control or alcohol consumption.
- Signposting. Pharmacies have information on other health and social services and how to access them.

Think Pharmacy First

Your local pharmacy can give you advice and faster treatment than a GP surgery for many common conditions. If you don't pay for your prescriptions, you won't pay at the pharmacy for medication. You will be referred to a GP if needed.

You can get advice and treatment for common conditions such as:

- Aches and pains – back pain, headache, migraine, muscle ache, period pain, teething, toothache
- Allergies – bites and stings, hay fever, skin reaction
- Colds and flu – cough, congestion, sore throat, fever / temperature (including fever following immunisation) • Ear care – earache, ear infection, ear wax
- Eye care – bacterial conjunctivitis, sties • Gastrointestinal care – diarrhoea, constipation, indigestion, haemorrhoids (piles), reflux, threadworms, sickness
- Head lice
- Mouth care – cold sores, oral thrush, ulcers
- Skin care – athlete's foot, chicken pox, contact dermatitis / atopic eczema, fungal skin infections, nappy rash, pruritis (itching), scabies, warts, verrucaes
- Vaginal thrush

Find your [nearest participating pharmacy here](#).

Do I need to make an appointment?

Normally you don't need to make an appointment. It is possible to walk into any community pharmacy and ask to speak with the pharmacist, who hopefully should be able to spend some time with you. Some pharmacies have separate areas that you can use to give you more privacy.

However, this may not always be possible. During busy periods the pharmacist may ask you to come back later during a quieter time.

Prescriptions

Prescriptions are paid by the item and this cost changes each year. It is worth considering a [pre-payment certificate](#) which enables you to buy as many NHS prescriptions as you need for a set price. This could save you money if you are not entitled to free prescriptions, but need regular medicines or treatments each month.

Everyone aged 60 years old and over automatically gets free prescriptions. All you need to do is to tick the relevant box on the back of the prescription, and complete and sign the declaration in the space provided, before handing it over the counter at the pharmacy.

If you are in receipt of certain benefits you may also be entitled to free prescriptions. For further information, visit our section on [Help with health costs](#).

RVS Good Neighbours Service

If you need some help with collecting your prescription, the [Royal Voluntary Service Good Neighbours Service](#) can offer practical help with small chores and tasks e.g. picking up prescriptions and help with shopping.

If you are housebound

Some pharmacies will deliver your prescription to you if you are housebound. Ask your pharmacist if they can do this and whether or not there will be a charge.

Domestic abuse help

[Ask for ANI \(Action Needed Immediately\)](#) is a discreet codeword scheme to ask for help at your local pharmacy if you are experiencing domestic abuse. You can ask for ANI in Boots, Lloyds and community pharmacies to let staff know that you need an emergency police response, or help to contact a helpline or specialist support service. Visit their website to find your local pharmacy where you can 'Ask for ANI'.

Complaining about your pharmacy

If you have a complaint about a pharmacist, or the owner of a pharmacy, you should first take up the complaint with your pharmacist who may be able to resolve the matter informally.

If your complaint cannot be dealt with in this way, your pharmacy will have a Complaints Procedure which will include providing you with a written account of your complaint and a deadline for responding to it. Your pharmacist will also give you the contact details of the appropriate Primary Care Services Agency.

[General Pharmaceutical Council](#) (GPhC) is the independent regulator for pharmacists, pharmacy technicians and pharmacy premises in Great Britain. You can contact them to make a complaint.

For more information please visit the Information Now article on [Having Your Say About Health Services](#).

Other useful organisations

- [NHS 111](#) is the new telephone service which has replaced NHS Direct. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time.
- [NHS.UK](#) is a website providing health and medicines information and you can search for local services.
- [Medicines Information Patient Helpline](#) is a dedicated Medicines Information Helpline for the patients of the Newcastle upon Tyne Hospitals NHS Foundation Trust. It is run by their Medicines Information pharmacists and aims to answer any questions or concerns you may have about your medicines.

Please note – The content on this website is provided for general information only, and should not be treated as a substitute for the medical advice of your own doctor or any other health care professional. If you are feeling unwell, make an appointment to see your GP or contact [**NHS 111**](#). In an emergency, dial **999**.

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Useful Organisations

General Pharmaceutical Council

Email: info@pharmacyregulation.org

Website: www.pharmacyregulation.org

Telephone: 0203 713 8000

Address: 25 Canada Square, E14 5LQ

NHS

Website: www.nhs.uk

Telephone: 0203 713 8000

NHS 111

Website: www.nhs.uk/111

Telephone: 0203 713 8000

Medicines Information Patient Helpline

Email: drug.information@nuth.nhs.uk

Website: <https://www.newcastle-hospitals.nhs.uk/services/medicines-information/>

Telephone: 0203 713 8000

Ask for ANI

Website: <https://uksaysnomore.org/get-involved/ask-for-ani/>

Telephone: 0203 713 8000

Farah Chemists

Telephone: 01912741636

Address: 189 Delaval Road , NE15 6TR

Douglas Pharmacy

Email: douglaspharmacygosforth@gmail.com

Website: <https://www.douglaspharmacy-gosforth.co.uk/>

Telephone: 01912852911

Address: 17 Ashburton Road, NE3 4XN

Saint Anthony's Pharmacy

Website: <http://www.webchemist.co.uk/>

Telephone: 01912196109

Address: St. Anthony's Road, NE6 2NN

Nuns Moor Pharmacy

Telephone: 01912734078

Address: Nuns Moor Pharmacy, NE4 9AU

Boots

Email: boots.customercare_team@boots.co.uk

Website: www.boots.com

Telephone: 0345 070 8090

ASDA Pharmacy Byker

Website: <https://www.asda.com/about/instore/pharmacy>

Telephone: 0191 210 6990

Address: Newcastle Shopping Centre, NE6 2XP

KERR Pharmacy

Website: <http://www.knightspharmacy.co.uk/>

Telephone: 0191 265 9318

Address: 26 Shields Road,, NE6 1DR

Parkside Pharmacy

Email: walker@parksidepharmacy.co.uk

Telephone: 0191 265 9048

Address: 436 Welbeck Road, NE6 2NY

Denton Turret Pharmacy

Email: dentonturret@avicennapharmacy.org

Website: <https://www.avicennapharmacy.org/>

Telephone: 0191 274 5653

Address: Denton Turret Medical Center, NE5 2UY

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