



Pharmago – Patient Information Leaflet

Pharmacy Address: 27-29 Hessle Road, Hull, HU3 2AA

Pharmacy GPhC Number: [9012783](#)

Superintendent Pharmacist: [Anthony Hutchinson](#) (GPhC: [2026305](#))

■ Opening Hours:

Mon – Fri: 08:00 – 12:00 – 13:00 – 17:00

Sat – Sun: Closed

■ Our Services:

- TBC

■ Delivery Information:

We provide a free prescription delivery service to your home or workplace. Please contact us for details about our delivery areas and schedules. We can also arrange collection of unwanted medicines during a scheduled delivery. Please see ES3.

■ Compliance & Patient Safety:

Our pharmacy operates under a full set of Standard Operating Procedures (SOPs) to ensure safe, effective and consistent care.

ES3 – Disposal of Unwanted Medicines:

If you have expired or unwanted medicines, please contact us and we will arrange safe disposal. We can collect items during your next delivery where appropriate. Do not dispose of medicines in household waste or down the toilet.

Contact for ES3:

By telephone: [01482 458 850](tel:01482458850)

By email: info@pharmago.co.uk

ES5 – Signposting:

If we cannot provide the care you need, we will signpost you to the most appropriate healthcare service, such as your GP, NHS 111, or urgent care. For more information on NHS services, visit www.nhs.uk.

■ Complaints Procedure:

At Pharmago, we aim to provide the highest standards of service and care. If you are unhappy with any aspect of our service, please let us know.

How to complain:

- **In writing:** Pharmago, 27-29 Hessle Road, Hull, HU32AA

- **By telephone:** [01482 458 850](tel:01482458850) (please ask to speak to the Pharmacy Manager)
- **By email:** info@pharmago.co.uk

What happens next:

- We will acknowledge your complaint within 3 working days.
- A full investigation will be carried out and a written response given within 15 working days.
- If you are not satisfied, you may escalate to [NHS England](#), the [GPhC](#), or seek help from your local Independent Complaints Advocacy Service (ICAS).

■ Contact Us:

By telephone: [01482 458 850](tel:01482458850)

By email: info@pharmago.co.uk

This leaflet is provided in accordance with NHS and GPhC requirements for distance selling pharmacies.