**Questions, comments, suggestions and complaints**

If you require any more information about the services we offer, please do not hesitate to contact us via the email or phone number found on the front of this leaflet.

We aim to provide the highest possible level of care and service. We welcome any feedback on our services and strive to improve the services we offer. Should you have any comments, suggestions of complaints, please contact a member of our team.

We have a complaints system in place should you be dissatisfied with any of the services we provided to you, more information of which can be found on our website.

**Access for people with disabilities**

Access to elevator is available on the premises.

**Want to speak in private?**

If there is anything private you would like to discuss, we have our own consultation room in which we can see you. Please liaise with our team to arrange this. Health Focus complies with the Data Protection Act.

**When we are closed…**

When the pharmacy is closed, if you urgently need medical help or advice, but it’s not a life-threatening situation, contact NHS 111, by calling 111.  Information can also be accessed at www.nhs.uk

**Threats of violence or abuse of our staff**

We operate a ‘zero-tolerance’ policy towards aggressive or abusive behaviour. This includes any personal, abusive or threatening comments, bad language, physical contact and aggressive gestures.

We may refuse to provide services to a person or accompanying person who commits or threatens to commit a criminal offence or who is violent or threatens to be violent or who is abusive.

**This pharmacy is owned by:** Health Focus Ltd, Miller House, Rosslyn Crescent, Harrow, England, HA1 2RZ



**Health Focus**

https://thehealthfocus.com

Contact@healthfocus.info

Office 11, Miller House
 Rosslyn Crescent
Harrow; London
 HA1 2RZ

**Opening hours**

Monday - Friday 11:00am – 21:00pm

Saturday 11:00am – 21:00pm

Sunday 11:00am – 21:00pm

**As an online pharmacy, we can offer a variety of services for you and your loved ones. This leaflet outlines information about what services we provide**

**Private services we provide:**

**Weight Loss Clinic** -Personalized support and medical guidance to help you achieve and maintain a healthy weight.

**Private Prescriptions** -Convenient access to prescriptions from qualified doctors, delivered directly to your door.

**Travel Vaccinations** -Ensure you're protected with essential vaccines for your next trip abroad, with expert advice and easy access.

**Period Delay** - Safe and discreet treatment options to delay your period for special events or travel.

**Men’s Health Clinic** -Expert care and advice tailored to men's health concerns, including sexual health, prostate, and general wellbeing.

**Women’s Health Clinic -** Comprehensive care for women, including reproductive health, menopause support, and general wellbeing.

**Seasonal Health Clinic** -Advice and treatment for seasonal issues like allergies, flu, and colds, to keep you feeling your best year-round.

**Sexual Health Clinic -** Confidential support and treatments for sexual health concerns, including STI testing, prevention, and advice.

**Skincare Clinic** -Professional skincare solutions for acne, aging, and other skin concerns, tailored to your individual needs.

**Minor Ailment Clinic** – Fast, effective treatment for common illnesses like colds, headaches, and minor infections, without needing to visit a GP.