



# Opticians, Pharmacies and Footcare - Bournemouth and Christchurch

## OPTICIANS IN BOURNEMOUTH AND CHRISTCHURCH

This factsheet gives information about opticians, pharmacies and footcare in the Bournemouth and Christchurch area.

### OPTICIANS WHO VISIT YOU AT HOME

This factsheet also includes details of your entitlements to free eye care services, how to obtain help towards payment for eye care services, and details of services for people who need to be seen at home. Most of the opticians listed will only visit you at home if you are completely housebound. Districts covered: Bournemouth, Christchurch.

You are entitled to a free NHS sight test if you are:

- Aged 60 or over
- Registered blind or partially sighted.
- Diagnosed as having diabetes or glaucoma, advised by an ophthalmologist that you are at risk of glaucoma, or aged over 40 with a first degree relative (parent, sibling, son or daughter), with glaucoma.
- Eligible for an NHS complex lens voucher

You are also entitled to a free NHS sight test if you (or your partner) are receiving the following benefits or credits:

- Income Support or Income Based Job Seekers Allowance
- Pension Credit Guarantee Credit
- Income – based Employment and Support Allowance
- Universal Credit
- Entitled to, or named on, a valid NHS tax credit exemption certificate
- Named on a valid NHS certificate for full help with health costs (HC2)

If you are named on an NHS certificate for partial help with health costs (HC3) you may also get help.

NHS Optical Voucher – for help with the cost of glasses and contact lenses

You are entitled to help towards the cost of glasses or contact lenses if you:

- Are eligible for an NHS complex lens voucher
- Meet the same income criteria listed above for free sight tests, or are named on an NHS certificate (HC3) for partial help with health costs, then you may also get help.

There are eight voucher values, dependent on the strength of your prescription. The stronger your prescription the higher the value of your voucher. You will be asked to show proof of your entitlement to optical vouchers to the optician when you purchase your glasses or contact lenses. Vouchers can be used at any opticians who accept NHS vouchers. If the value of your selected glasses or contact lenses is higher than your voucher's value you will be expected to pay the difference.

Help paying for eye care costs due to low income

How do I make a low income claim?

The NHS Low Income Scheme (LIS) may be able to assist you with NHS costs. The scheme covers:

- Prescription costs
- Dental costs
- Eye care costs
- Healthcare travel costs
- Wigs and fabric supports

You can apply for the scheme if your income, savings, investments or property (not including your home) do not exceed the qualifying capital limit of £16,000, or £23,500 if you live permanently in a care home.

Depending on your circumstances you will qualify for help based on a comparison between your weekly income and assessed requirements at the time the claim is made. You can receive "full help" (HC2 certificate) or "partial help" (HC3 certificate). You will qualify for full help if your income is less than or equal to your requirements, or only exceeds your requirements by no more than half the current prescription charge. If your income exceeds these limits, you may be entitled to partial help. The HC3 certificate will show how much you need to pay towards your prescription charges.

The rules governing who is eligible are broadly the same as those for Income Support. However, the assessment also takes into account council tax support and housing costs, so you may also get help even though you don't qualify for Income Support.

You don't need to apply if you or your partner:

- Get Income Support
- Get income-based Jobseeker's Allowance
- Get income-related Employment and Support Allowance
- Get Pension Credit Guarantee Credit
- Are named on or entitled to an NHS Tax Credit Exemption Certificate

as these benefits will already entitle you to help with NHS costs.

To apply for an HC2 or HC3 certificate you will need to complete an HC1 form and send it off in the envelope provided. You can obtain an HC1 form from Job Centre Plus offices, hospitals, your GP surgery, your optician or dentist. You can also make

a claim and find further information by contacting 0300 330 1343 to speak to an adviser who can help you complete the form, send it to you to sign, and then return in the envelope provided to:

NHS Business Centre

152 Pilgrim Street  
Newcastle Upon Tyne  
NE1 6SN

Information and online forms are also available at:

<http://www.nhs.uk/NHSEngland/Healthcosts/Pages/nhs-low-income-scheme.aspx> . Certificates are valid for between six months and five years, depending on your circumstances.

How to claim a refund for eye care services

Sight test refunds: Ask your optician for a receipt to show that you have paid for the test and the date of payment. You will then need to complete an HC5 form (available from your optician). This is particularly relevant if you are applying for help with eye care costs on low income grounds via an HC1 form also available from your optician.

Refunds on the cost of glasses and contact lenses: To obtain a refund on the cost of glasses or contact lenses you will also need a receipt from your optician showing the amount paid and the date of payment. You will also need complete and HC5 form, making sure that you enclose a copy of your optical prescription with your receipt when you send off the form. Once again this is particularly relevant if you are applying for help with eye care costs via an HC1 form. The maximum refund you are likely to receive will be the voucher value which matches your prescription. You cannot claim a refund on the difference between a voucher value and the actual cost of your glasses or lenses if they cost more than the voucher value.

If you have already used a voucher towards the cost of your glasses or lenses you cannot get a refund unless it was a voucher for a "complex lens". If you have lost or damaged your glasses or contact lenses and have paid for replacements or repairs, you will only be considered for a refund if you are entitled to a voucher.

Post your forms off to:

NHS Business Centre

152 Pilgrim Street  
Newcastle Upon Tyne  
NE1 6SN

## **HOME VISITING OPTICIAN SERVICES – WHOLE OF DORSET**

Healthcall Optical and Hearing Services

Unit 5, Titan Court  
Laporte Way  
Luton  
Bedfordshire  
LU4 8EF

Local office

Unit 3 & 4 Arena Business Centre  
9 Nimrod Way  
Ferndown

Dorset  
BH21 7SH  
Tel: 0845 601 7241  
Email: [info@healthcalloptical.co.uk](mailto:info@healthcalloptical.co.uk)  
[www.healthcalloptical.co.uk](http://www.healthcalloptical.co.uk)

A full and comprehensive eye examination within your own home using the most up-to-date equipment specifically designed for home visits. Our teams carry a large variety of spectacle frames, ranging from budget styles (provided free to those entitled to an NHS voucher) to the latest designer frames, plus all types of lenses at highly competitive prices. (Please note the lenses are not carried by our clinical staff).

When the spectacles are ready they are delivered to the patient's home and expertly fitted by one of our dispensing opticians or trained clinical assistants. For further details and to book an appointment call 0800 089 0166.

Healthcall are also able to carry out hearing tests in your own home if you require one, for details and appointments for the hearing test contact 0800 032 9755.

#### Home Care Community Opticians

Unit 21 Old Yarn Mills Business Centre  
Westbury  
Sherborne DT9 3RQ  
Telephone: 01935 813800

Privately run community optical service. Visits made to client's homes across Dorset.

#### The Outside Clinic

Old Town Court  
10/14 High Street  
Old Town  
Swindon  
Wiltshire  
SN1 3EP  
Tel: 0800 95 49 100

Eye care services in the home for over 60s, housebound people and their carers.

#### Vision Right (Home visits only)

17 Marina View  
17-18 Abbey Hill  
Netley Abbey  
Hants  
SO31 5FB  
Telephone: 0845 6023842  
Fax: 02380 560390

Please call Vision Right for current home visiting prices. When visiting clients who do not have capacity to make their own decisions we will always provide a report for the Power of Attorney and gain their approval before going ahead with any spectacles.

## **LOCAL OPTICIANS – BOURNEMOUTH**

The following Opticians participate in the Dorset Diabetic Eye Screening Scheme unless otherwise indicated. All practices have disabled access to the camera room unless noted.

### Classic Eyes

55 Bourne Ave  
Bournemouth  
BH2 6DW  
Tel: 01202 317313

### Dolland & Aitchison

288A Wallisdown Road  
Wallisdown  
Bournemouth  
BH11 8PN  
Tel: 01202 515024

Screening possible in most wheelchairs – please check with the practice.

### Julian May

97 Southbourne Grove  
Southbourne  
Bournemouth  
BH6 3QX  
Tel: 01202 432435

Screening possible in most wheelchairs – please check with the practice.

### Kelly Eyecare Opticians

369 Wimborne Road  
Winton  
Bournemouth  
BH9 2AQ  
Tel: 01202 510102

Screening possible in most wheelchairs – please check with practice.

### Parley Optometrists

127 New Road,  
West Parley,  
Bournemouth  
BH22 8EB  
Tel: 01202 575759

On-site eye machine available. Screening possible in most wheelchairs – please check with practice.

### Rogers Opticians

922 Wimborne Road  
Moordown  
Bournemouth  
BH9 1SB  
Tel: 01202 530500

Screening possible in most wheelchairs – please check with practice.

Rowland Roberts

58 Charminster Ave  
Charminster  
Bournemouth  
BH9 2DH  
Tel: 01202 515136

Screening possible in most wheelchairs – please check with practice.

Scrivens

608 -610 Wimborne Road  
Winton  
Bournemouth  
BH9 2EN  
Tel: 01202 529700

Screening possible in most wheelchairs – please check with practice.

Specsavers

654 Christchurch Road  
Boscombe  
Bournemouth  
BH1 4BP  
Tel: 01202 303307

Screening possible in most wheelchairs – please check with practice.

Specsavers

80 Old Christchurch Road  
Bournemouth  
BH1 1LR  
Tel: 01202 316111

Screening possible in most wheelchairs – please check with practice.

Still & Bedford Opticians

56 Highfield Road,  
Bournemouth  
BH9 2SG  
Tel: 01202 529414

These opticians participate in the Dorset Low Vision Scheme and can provide people who are registered blind or partially sighted with specialist aids and magnifiers. Screening possible in most wheelchairs – please check with practice.

Vision Express

46 Commercial Road  
Bournemouth  
BH2 5LP  
Tel: 01202 587524

Screening possible in most wheelchairs – please check with practice.

## **LOCAL OPTICIANS – CHRISTCHURCH**

The following Opticians participate in the Dorset Diabetic Eye Screening Scheme unless otherwise indicated. All practices have disabled access to the camera room unless noted.

Dolland & Aitchison

Unit 8 Saxon Square  
Christchurch  
BH23 1QA  
Tel: 01202 480975

Screening possible in most wheelchairs – please check with practice. We do not participate in the Dorset Diabetic Eye Screening Scheme.

Howie & Tickner

6 Highcliffe Corner  
Highcliffe  
BH23 5EL  
Tel: 01425 272382

Screening possible in most wheelchairs – please check with practice.

Specsavers

34 High Street  
Christchurch  
BH23 1AY  
Tel: 01202 480707

If the photographs taken at this practice are ungradeable and a further examination is required, you will be asked to book another appointment for a slit lamp examination, probably at another practice.

## **Making a complaint about an optician or eye care service**

If you have a specific complaint about an optician or eye care service that you cannot resolve by speaking to the optician or service themselves there are other agencies able to help you:

- If you have paid for your glasses using NHS vouchers then NHS England will be able to help with your complaint, contact them at:

NHS Commissioning Board

PO Box 16738

Redditch

B97 9PT

Tel: 0300 311 2233

Email: [englandcontactus@nhs.net](mailto:englandcontactus@nhs.net)

[www.england.nhs.uk](http://www.england.nhs.uk)

Opening hours: 8am – 6pm – Monday to Friday, excluding English Bank Holidays.

- If you would like totally independent advice and help with your NHS complaint then contact:

Dorset Advocacy – Help with NHS Complaints

13-15 Jubilee Court

Paceycombe Way

Dorchester

DT1 3AE

Tel: 0300 343 7000

Email: [nhscomplaints@dorsetadvocacy.co.uk](mailto:nhscomplaints@dorsetadvocacy.co.uk)

[www.dorsetadvocacy.co.uk](http://www.dorsetadvocacy.co.uk)

Dorset Advocacy – Help with NHS Complaints can:

- Help you deal with the complaints process
- Refer you to other relevant agencies regarding your complaint
- Meet you at your home or in a place you feel comfortable
- Provide interpreters if you are a new English speaker or communicate differently
- Generally support you through the process

However they cannot:

- Be involved in any claims for compensation (but can refer you to a relevant agency)
- Get a Practitioner 'struck off'
- Be involved in any legal process

If Dorset Advocacy – Help with NHS Complaints agrees to advocate for you they can:

- Give you the opportunity to speak confidentially to someone who is independent of the health service
- Represent a person's wishes and feelings without taking a view on their best interest
- Provide information to enable you to make an informed decision on how to proceed
- Help you explore your options and the potential outcomes of particular courses of action without bias.
- Generally support you through the complaints process by accompanying you to meetings, writing letters, making phone calls



etc.

However Dorset Advocacy – Help with NHS Complaints advocates cannot:

- Make decisions for you
- Proceed with a complaint unless you wish them to
- Persuade you to take a certain course of action
- Work outside of the NHS complaints procedure
- Withhold any information from you
- Offer an opinion on how you should proceed

The service is free to everyone, children as well as adults, family carers as well as patients. Dorset Advocacy can help with any complaint, as long as it relates to a service provided or funded by the National Health Service (NHS) in Dorset.

If you have paid privately for your glasses and need help to resolve a problem with the optician you can contact:

Optical Consumer Complaints

PO Box 219  
Petersfield  
GU32 9BY  
Tel: 0844 800 5071  
Fax: 01730 265058  
Email: [postbox@opticalcomplaints.co.uk](mailto:postbox@opticalcomplaints.co.uk)  
[www.opticalcomplaints.co.uk](http://www.opticalcomplaints.co.uk)

This service may be able to help you get a refund on services you have already paid for.

If you need to make a specific complaint about an optician and your treatment contact:

General Optical Council

41 Harley Street  
London  
W1G 8DJ  
Tel: 020 7580 3898  
Fax: 020 7307 3939  
Email: [goc@optical.org](mailto:goc@optical.org)  
[www.optical.org](http://www.optical.org)



## CHEMISTS AND PRESCRIPTION SERVICES IN BOURNEMOUTH AND CHRISTCHURCH

There are a number of chemists that will collect a prescription from your surgery and keep it at the Pharmacy to await collection or deliver to your home if you cannot get there because of an emergency, or you are elderly or housebound. This is a free service but is only available to patients of participating surgeries. There are also a number of GP Surgeries that now have an on-site Pharmacy making it easier to collect your medicines when you visit your GP, and may also deliver your medicines to your home if you are unable to collect them due to your health condition, age, or disability.

### Paying for your prescription

Current prescription charges (April 2013) are £7.85 per item (£15.70 per pair of elastic hosiery), so if you need medication on a regular basis charges can mount up very quickly. There are a number of schemes available to help ease the burden of paying for repeated prescriptions.

### Free prescriptions

You are entitled to free prescription charges if you meet the following criteria.

- You are aged 60 or over.
  
- Have a continuing physical disability that prevents you from going out without help from another person and have a valid Medical Exemption Certificate (MedEx)
  
- Hold a valid war pension exemption certificate and the prescription is for your accepted disability.
  
- You have one of the following medical conditions and hold a valid Medical Exemption Certificate (MedEx):
  - o Hypoparathyroidism
  - o Hypoadrenalism for which specific substitution therapy is essential (e.g. Addison's Disease).
  - o Diabetes insipidus and other forms of hypopituitarism.
  - o Diabetes Mellitus except where treatment is by diet alone.
  - o Myasthenia Gravis.
  - o Hypothyroidism – requiring thyroid hormone replacement.
  - o Epilepsy – requiring continuous anti-convulsive therapy.
  - o A permanent Fistula requiring continuous surgical dressing or requiring an appliance.

You are also entitled to free prescriptions if you or your partner (including Civil Partners) are named on, or are entitled to, an NHS tax credit exemption certificate or valid HC2 certificate (full help with health costs), or you receive either:

- Income Support
  
- Income – based Jobseekers Allowance
  
- Income-related Employment and Support Allowance, or
  
- Pension Credit Guarantee
  
- Universal Credit

Free prescriptions for cancer patients and renal dialysis patients

Exemption certificates will be issued to patients who in their doctor's opinion are receiving treatment for:

- Cancer
- The effects of cancer
- Or the effects of current or previous cancer treatment

Renal dialysis patients who (in their doctor's clinical judgement) require a permanent fistula (permanent means lasting indefinitely) requiring an appliance or surgical dressing, are entitled to medical exemption if they have completed form FP92A and a doctor has signed the form to confirm the condition.

Applying for a Medical Exemption Certificate (MedEx)

To apply for a Medical Exemption Certificate ask your GP for an FP92A form. Your GP, hospital doctor, or service doctor will sign the form to confirm that your statement is correct. At you GP's discretion, a member of the practice who has access to your medical records can also sign the form.

Your certificate will be valid from one month before the date that the NHS Business Authority receives the application form. The MedEx lasts for five years and then needs to be renewed. You may receive a reminder that your certificate needs to be renewed. If you don't receive a reminder it is your responsibility to ensure that your MedEx is renewed.

Help paying for prescriptions due to low income

How do I make a low income claim?

The NHS Low Income Scheme (LIS) may be able to assist you with NHS costs. The scheme covers:

- Prescription costs
- Dental costs
- Eye care costs
- Healthcare travel costs
- Wigs and fabric supports

You can apply for the scheme if your income, savings, investments or property (not including your home) do not exceed the qualifying capital limit of £16,000, or £23,500 if you live permanently in a care home.

Depending on your circumstances you will qualify for help based on a comparison between your weekly income and assessed requirements at the time the claim is made. You can receive "full help" (HC2 certificate) or "partial help" (HC3 certificate). You will qualify for full help if your income is less than or equal to your requirements, or only exceeds your requirements by no more than half the current prescription charge. If your income exceeds these limits, you may be entitled to partial help. The HC3 certificate will show how much you need to pay towards your prescription charges.

The rules governing who is eligible are broadly the same as those for Income Support. However, the assessment also takes into account council tax support and housing costs, so you may also get help even though you don't qualify for Income Support.

You don't need to apply if you or your partner:

- Get Income Support
- Get income-based Jobseeker's Allowance

- Get income-related Employment and Support Allowance
- Get Pension Credit Guarantee Credit
- Are named on or entitled to an NHS Tax Credit Exemption Certificate

as these benefits will already entitle you to help with NHS costs.

To apply for an HC2 or HC3 certificate you will need to complete an HC1 form and send it off in the envelope provided. You can obtain an HC1 form from Job Centre Plus offices, hospitals, your GP surgery, your optician or dentist. You can also make a claim and find

further information by contacting 0300 330 1343 to speak to an adviser who can help you complete the form, send it to you to sign and return in the envelope provided.

Information and online forms are also available at

<http://www.nhs.uk/NHSEngland/Healthcosts/Pages/nhs-low-income-scheme.aspx> Certificates are valid for between six months and five years, depending on your circumstances.

### Prescription Prepayment Certificates (PPC)

Prescription prepayment certificates (PPC) are available to help spread the cost of paying for your NHS prescriptions from your GP or dentist, they do not cover items such as wigs or surgical supports issued by hospital services. They are available as a three monthly PPC (£29.10), which will save you money if you need four or more items over a three month period, or a 12 month certificate (£104.00) which will save money if you need fourteen or more items over a twelve month period.

PPCs are paid for by ten monthly direct debit instalments and will enable you to obtain all your prescriptions for approx. £2 per week. Apply for a PCC by picking up a form from your GP or Pharmacy or by telephoning, writing to, or going online to:

#### NHS Help with Health Costs

PPC Issue Office

PO Box 854

Newcastle upon Tyne

NE99 2DE

Tel: 0300 330 1341

<https://apps.nhsbsa.nhs.uk/ppcwebsales/>

Some pharmacies will be able to sell you a PPC but you will not be able to take advantage of the paying by direct debit option if you buy direct from a pharmacist. Further general information about help with health care costs is available at:  
<http://www.nhs.uk/NHSEngland/Healthcosts/Pages/help-with-health-costs.aspx>

### Obtaining a refund on prescription charges

You need to apply for a refund on prescription charges within three months of paying the charge. Ask your GP or pharmacist or hospital doctor for NHS receipt form FP57 when you pay for your prescription especially if you are applying for free prescriptions or help with prescription costs.

If you have paid for a PPC and have now become exempt from paying for prescriptions, you may be able to get some or all of the money back for your PPC. Send a copy of your certificate along with a letter saying why you need a refund to:

NHS Business Services Authority

Help with Health Costs

PO Box 854

Newcastle upon Tyne

NE99 2DE

## LOCAL PHARMACIES IN BOURNEMOUTH

Boscombe

Boots the Chemist

626 – 628 Christchurch Road

Boscombe

Bournemouth

BH1 4BP

Tel: 01202 393447

Sunday: 10:00-16:00; Monday-Friday: 09:00-17:30; Saturday: 09:00-17:30

Lloyds Pharmacy

509 Christchurch Road

Boscombe

Bournemouth

BH1 4AG

Tel: 01202 394702

[www.lloydspharmacy.com](http://www.lloydspharmacy.com)

Opening times: 8.30am – 6pm Monday to Friday. 9am – 1pm Saturday. Closed Sunday.

Rowlands Pharmacy

16a – 16b Sea Road

Boscombe

Bournemouth

BH5 1DD

Tel: 01202 394824

Opening hours: 9am – 5.30pm Monday to Friday. 9am – 1pm Saturday. Closed Sundays.

Superdrug Pharmacy

609 – 611 Christchurch Road

Boscombe

Bournemouth

BH1 4AN

Tel: 01202 304581

Opening hours: 8.30am – 5.30pm Monday to Saturday and Sunday 10am-4pm.

Castle Lane

Boots the Chemist

Castlepoint

Castle Lane West

Bournemouth

BH8 9UY

Tel: 01202 548139 Ext 3

Opening hours: Monday- Friday: 9am - 8pm; Saturday: 9am – 7pm, Sunday: 10:30am – 4.30pm

#### Castle Lane Pharmacy

482 Castle Lane West  
Bournemouth  
BH8 9UD  
Tel: 01202 772110

Opening hours: Monday – Saturday 7am – 10pm, Sunday 9am – 7pm

#### Sainsbury's Pharmacy

Castle point  
Castle Lane  
Bournemouth  
BH8 9UW  
Tel: 01202 531313

Opening hours: 8am – 8pm Monday to Friday, 8am – 6pm Saturday and 10am – 4pm Sunday.

#### Central Bournemouth

##### ASDA Pharmacy

St Paul's Road  
Bournemouth  
BH8 8DL  
Tel: 01202 298900

Opening times: 8am – 10pm Monday – Friday, 8am – 8pm Saturday and 11am – 5pm Sundays and Bank Holidays.  
Pharmacy closes for meal breaks.

#### Boots the Chemist

18-20 Commercial Road  
Bournemouth  
BH2 5NL  
Tel: 01202 551713

Opening times: 9am – 6pm Monday to Saturday and 10.30am – 4.30pm Sunday.

#### Boots the Chemist

72 Old Christchurch Road  
Bournemouth  
BH1 1LL  
Tel: 01202 552053

Opening times: 9am – 2pm and 3pm – 5.30pm Monday to Saturday. Closed Sundays.

#### Lloyds Pharmacy

5 Holdenhurst Road  
Lansdowne  
Bournemouth  
BH8 8EU  
Tel: 01202 554923  
www.lloydspharmacy.com

Opening hours: 9am – 6pm Monday to Friday. 9am – 1pm Saturday. Closed Sunday.

#### Vantage Pharmacy

95 Poole Road  
Bournemouth  
BH4 9BB  
Tel: 01202 761177

Opening hours: 9am – 5.30pm Monday to Friday and 9am – 5pm Saturday. Closed Sunday.

#### Charminster

##### Bugden & Parr Pharmacy

128 – 130 Charminster Road  
Charminster  
Bournemouth  
BH8 8UU  
Tel: 01202 528643

Opening hours: 9am – 6pm Monday to Friday. 9am – 1pm and 2pm – 5pm Saturday. Closed Sundays.

##### Rowlands Pharmacy

359 Charminster Road  
Charminster  
Bournemouth  
BH8 9QR  
Tel: 01202 528766

Opening hours: 8.30am – 1pm and 2pm – 6pm Monday to Friday. 8.30am – 1pm Saturdays. Closed Sundays.

##### Wrights Pharmacy

88 Charminster Avenue  
Charminster  
Bournemouth  
BH9 1SE  
Tel: 01202 510068

Opening hours: 9am – 5.30pm Monday to Friday. 9am – 5pm Saturday. Closed Sunday.

#### Ensbury Park

Columbia Chemist

21 -23 Columbia Road  
Ensburry Park  
Bournemouth BH10 4DZ  
Tel: 01202 529529

Opening times: 9am – 7pm Monday to Friday and 9am – 6pm Saturday. Closed Sundays and Bank Holidays.

Rowlands Pharmacy

8 New Parade  
Hillview Road  
Ensburry Park  
Bournemouth  
BH10 5BG  
Tel: 01202 513611

Opening hours: 8.30am – 1pm and 2 - 6pm Monday to Friday and 8.30am – 5.30pm Saturday. Closed Sunday.

Kinson

Bearwood Pharmacy

Co-op Supermarket  
King John Avenue  
Bearwood  
Bournemouth  
BH11 9TW  
Tel: 01202 594100

Opening times: 8.30am – 6.30pm Monday to Friday. Saturday 9am – 12 noon. Closed Sunday.

Day Lewis Chemist

46 – 50 Anchor Road  
Bearcross  
Bournemouth  
BH11 9HS  
Tel: 01202 573612  
Fax: 01202 573612

Opening times: 9am – 1pm and 2pm - 6.30pm Monday – Friday. Closed Saturday and Sunday. Prescriptions can be collected from Dr Hutchings Surgery, Bearwood Medical Centre, Kinson Road Surgery, and Northbourne Surgery.

Lloyds Pharmacy

1555 Wimborne Road  
Kinson  
Bournemouth BH10 7AZ  
Tel: 01202 574386 Fax: 01202 582359  
[www.lloydspharmacy.com](http://www.lloydspharmacy.com)

Opening times: 9am – 5.30pm Monday to Saturday. Closed Sunday.



## Lloyds Pharmacy

446 Kinson Road  
Kinson  
Bournemouth  
BH10 5EY  
Tel: 01202 573363  
www.lloydspharmacy.com

Opening hours: 8.45am – 1pm and 2.15pm – 7pm Monday to Friday. 8.45am – 12 noon on Saturday. Closed Sunday.

## Queens Park

### Queens Park Pharmacy

386 Holdenhurst Road  
Queens Park  
Bournemouth  
BH8 8BL  
Tel: 01202 395023

Opening times: 9am – 5.30pm Monday to Friday. Saturday 9am – 1pm. Closed Sunday.

## Southbourne

### Boots the Chemist

21 Beaufort Road  
Southbourne  
BH6 5AJ  
Tel: 01202 433774  
Fax: 01202 426374

Opening times: 8am – 6pm Monday to Friday. Closed Saturday and Sunday.

### Boots the Chemist

20 – 22 Southbourne Grove  
Southbourne  
Bournemouth  
BH6 3QZ  
Tel: 01202 424371

Opening times: 9am – 1pm and 2pm – 5.30pm Monday to Friday. Saturday 9am – 1pm and 2pm – 3.30pm. Closed Sundays.

## C&M Boscombe Ltd

1215 Christchurch Road  
Southbourne  
Bournemouth  
BH7 6BW  
Tel: 01202 433698

Opening times: 9am – 1pm and 2pm – 5.30pm Monday to Friday. 9am – 1pm Saturday. Closed Sunday.

C&M Boscombe Ltd

29a Belle Vue Road  
Southbourne  
BH6 3DB  
Tel: 01202 429144

Opening times: 8.45am – 1pm and 2pm – 5.45pm Monday to Friday. Closed Saturday and Sunday.

Healthpoint Pharmacy

171 Tuckton Road  
Southbourne  
Bournemouth  
BH6 3LA  
Tel: 01202 429819

Opening times: 9am – 1pm and 2pm – 5.30pm Monday to Friday. 9am – 1pm Saturday. Closed Sunday.

Lloyds Pharmacy

12 Southbourne Grove  
Southbourne  
Bournemouth  
BH6 3QZ  
Tel: 01202 428181  
Fax: 01202 433430  
[www.lloydspharmacy.com](http://www.lloydspharmacy.com)

Opening times: 8.30am – 6pm Monday to Saturday. Closed Sunday.

Tuckton Pharmacy

160 Tuckton Road  
Southbourne  
Bournemouth  
BH6 3JX  
Tel: 01202 429047

Opening hours: 9am – 5.30pm Monday to Friday. 9am – 1pm Saturday. Closed Sunday.

Springbourne

Queens Park Pharmacy

386 Holdenhurst Road  
Bournemouth  
BH8 8BL  
Tel: 01202 395023

Opening hours: 9am – 5.30pm Monday to Friday. 9am – 1pm Saturday. Closed Sunday.

Wallisdown

Day Lewis Chemist

Gillet Road  
Talbot Village  
Bournemouth  
BH12 5BF  
Tel: 01202 527600

Opening hours: 8.30am – 6.30pm Monday to Friday. Closed Saturday and Sunday.

Lloyds Pharmacy

38 Kinson Road  
Wallisdown  
Bournemouth  
BH10 4AL  
Tel: 01202 512745

Opening hours: 8.45am – 1pm and 2.15pm – 7pm Monday to Friday. 8.45am – 12 noon Saturday. Closed Sunday.

West Howe

West Howe Pharmacy

24 – 26 Cunningham Crescent  
West Howe  
Bournemouth  
BH11 8DU  
Tel: 01202 573751

Opening hours: 9am – 1pm and 2pm – 5pm Monday to Friday. 9am – 1pm Saturday. Closed Sunday.

Westbourne

Arrowedge Ltd

62 Poole Road  
Westbourne  
Bournemouth  
BH4 9DZ  
Tel: 01202 763539

Opening hours: 9am – 6pm Monday to Friday and 9am – 2pm Saturday. Closed Sunday. Prescriptions can be collected from the following surgeries: Poole Road Medical Centre, Westbourne Medical Centre. Alternatively, send in your prescription and Arrowedge will deliver to your door. Pre-paid envelopes can be obtained from this branch.

Boots the Chemist

72 Poole Road  
Westbourne  
Bournemouth

BH4 9DZ  
Tel: 01202 761297

Opening times: 9am – 1pm and 2pm – 5.30pm Monday to Saturday. Closed Sunday.

#### Lloyds Pharmacy

Poole Road Medical Centre  
7 Poole Road  
Bournemouth  
BH2 5QR  
Tel: 01202 765155  
www.lloydspharmacy.com

Opening times: 9am – 1pm and 2pm – 6.30pm Monday – Friday. Closed Saturday and Sunday.

#### Winton

##### Alliance Pharmacy

960 Wimborne Road  
Winton  
Bournemouth  
BH9 2DG  
Tel: 01202 528656

Opening times: 9am - 6pm Monday to Friday. 9am – 1pm on Saturday. Closed Sunday.

##### Boots the Chemist

358 – 562 Wimborne Road  
Winton  
Bournemouth  
BH9 2HE  
Tel: 01202 518172  
Fax: 01202 522534

Opening times: 9am – 1pm and 2pm - 5.30pm Monday to Saturday. Closed Sundays.

##### Rowlands Pharmacy

3 Tolpuddle Gardens  
Winton  
Bournemouth  
BH9 3RE  
Tel: 01202 527232

Opening hours: 8.30am – 12.30pm and 1.30pm – 6.30pm Monday to Friday. 8.30am – 12 noon Saturday. Closed Sundays.

##### Superdrug Pharmacy

377 Wimborne Road  
Winton

Bournemouth  
BH9 2AQ  
Tel: 01202 514861

Opening hours: 8.30am – 5.30pm Monday to Saturday. Closed Sunday.

Winton Pharmacy

309 Wimborne Road  
Winton  
Bournemouth  
BH9 2AB  
Tel: 01202 517097

Opening times: 9am – 6pm Monday to Friday. 9am – 1pm Saturday. Closed Sunday. A free repeat prescription service is available to those living locally. A home delivery service can be arranged for local people who are housebound. Other services include oxygen, surgical hosiery, foot care, blood pressure testing, and disability daily living products.

## **LOCAL PHARMACIES IN CHRISTCHURCH**

Christchurch, Highcliffe & Burton

Burton Pharmacy

Burton Green Medical Centre  
123 Salisbury Road  
Burton Green  
Christchurch  
BH23 7JN  
Tel: 01202 477771

Opening hours: 9am – 1pm and 2pm – 6.30pm. Closed Saturday and Sunday.

Boots Pharmacy

2A Twynham Avenue  
Christchurch  
BH23 1QU  
Tel: 01202 486276

Opening times: 8.45am - 1pm and 2pm – 6.15pm Monday to Friday. 9am – 1pm Saturday. Closed Sunday.

Boots the Chemist

23 Saxon Square  
Christchurch  
BH23 2QB  
Tel: 01202 483034

Opening times: 9am – 1.30pm and 2.30pm – 5.30pm Monday to Saturday. Closed Sunday.

Lloyds Pharmacy

282 Lymington Road  
Highcliffe  
BH23 5ET  
Tel: 01425 274291  
Fax: 01425 270508  
[www.lloydspharmacy.com](http://www.lloydspharmacy.com)

Opening times: 8.45am – 5.30pm Monday to Friday. 9am – 4pm Saturday. Sunday closed.

Lloyds Pharmacy

Highcliffe Medical Centre  
Heila House  
248 Lymington Road  
Highcliffe  
Tel: 01425 272778  
[www.lloydspharmacy.com](http://www.lloydspharmacy.com)

Opening times: 9am – 1pm and 2pm – 6.30pm Monday to Friday. Closed Saturday and Sunday.

Mundeford Pharmacy

94 Mundeford  
Christchurch  
BH23 4AS  
Tel: 01425 272798

Opening hours: 9am – 1pm and 2pm – 5.30pm Monday to Friday. 9am – 1pm Saturday. Sunday closed.

Rowlands Pharmacy

132 Purewell  
Christchurch  
BH23 1EU  
Tel: 01202 484189  
[www.rowlandspharmacy.co.uk](http://www.rowlandspharmacy.co.uk)

Opening hours: 9am – 1pm and 2pm – 6pm Monday to Friday. Closed Saturday and Sunday.

Sainsbury's Pharmacy

1 Lyndhurst Road  
Highcliffe  
BH23 4RY  
Tel: 01425 277885

Opening hours: 7am – 11pm Monday to Friday. 7am – 10pm Saturday. 10am – 4pm Sunday.

The Grove Pharmacy

48 The Grove

Christchurch  
BH23 2HB  
Telephone: 01202 484310

Opening hours: 9am – 6pm Monday to Friday. 9am – 1pm Saturday. Closed Sunday.  
Will collect prescriptions from the local surgery. Will deliver free to people in the local area.

Wessex Pharmacy

186 Somerford Road  
Christchurch  
BH23 3QG  
Tel: 01202 482197

Opening hours: 9am – 1.15pm and 2.15pm – 5.30pm Monday to Friday. Saturday 9am – 1.15pm. Closed Sunday.



# FOOTCARE IN BOURNEMOUTH AND POOLE

## FOOT CARE SERVICES IN YOUR HOME

It is important to look after your feet, even if you find it difficult to reach them. This sheet gives general advice about how to look after your feet and where to get help if you cannot look after them yourself.

What affects your feet?

- **Smoking:** In time, smoking can reduce the blood supply to your feet resulting in poor circulation, aching and cold feet.
- **Diet:** Make sure that you have a well balanced and healthy diet. Being overweight puts strain on your feet which may result in corns and calluses.
- **Exercise:** Taking regular exercise tones up the body and stimulates the circulation.
- **Hygiene:** Keeping your feet clean and dry will reduce the risk of infections such as athlete's foot.
- **Footwear:** Make sure that your shoes fit comfortably. If they are too tight they will reduce the circulation to your feet. Try to choose shoes that will allow perspiration to escape. Leather soles and uppers with a leather insole are good for this. It is also a good idea to have more than one pair of shoes for every day use. By doing this you can alternate between pairs allowing them to dry out thoroughly.
- **Diabetes:** People with diabetes should take extra care of their feet. Keeping them clean and dry is important to prevent infection which can quickly spread. Shoes and socks should be chosen carefully to ensure that they do not rub. Rubbing can cause sores and blisters which can again lead to infection. If you notice any changes in your feet, contact your doctor immediately. Some of the warning signs to be aware of are:
  - a) Swollen areas or changes in the colour of the skin could indicate poor circulation, infection and the early stages of an ulcer or gangrene.
  - b) Pain in the feet or legs should not be ignored. It could be your body telling you that there is a problem. Even painless sores should not be ignored.
  - c) Sores or cuts that do not heal should be reported to the doctor as they may be signs that your diabetes is not under control. All of the above symptoms can be treated if they are dealt early.

If you are diabetic, do not try to treat injuries, corns or other foot problems yourself, seek professional help. For more information about diabetes and foot care contact your GP.

Hints on how to look after your feet:

Wash your feet in soapy water. Dry them thoroughly and powder lightly. Do not allow the powder to clog or cake between the toes. Try to use a powder that is specially designed for the feet.

If you suffer from calluses, apply moisturising cream daily. You may find that peppermint, diluted essential oil or moisturising cream, is refreshing and soothing when rubbed into the feet.



Keep your toenails trimmed. If you cannot manage to cut your own nails you can contact a State Registered Chiropodist, details of which can be found in the telephone book. A State Registered Chiropodist (SRCh) must complete a three year full-time course to obtain state registration. This is the only qualification recognised for employment in the National Health Service as a Chiropodist.

If you find it difficult to leave the home but are not completely housebound, it is possible to have a chiropodist visit your home. There is a charge for the treatment, which is provided by private chiropodists. A GP referral is not necessary and you can contact the chiropodist direct.

Charges for a home visiting Chiropodist can vary. Remember to check the current charge when making an appointment and check if they are state registered.

## **CHIROPODY SERVICES**

The NHS Chiropody Service will provide a free home visit for people who are completely housebound. A GP referral is required to access this service. Contact your surgery for more information.

### Footcare at Age UK Bournemouth

Foot care is important to your general good health. It is particularly important for people who may experience problems with their feet if they have poor circulation, take less exercise, or are unable to care for their feet in the ordinary way. Age UK Footcare Service has now been extended to include people who have type 2 diabetes. This will only apply to clients that have been referred by their GP and living in the Bournemouth area BH1 – BH11.

The Foot Care Service will provide:

- Simple toe nail cutting service
- Liaison service to the NHS chiropody service
- Information on simple foot hygiene

The general footcare service is provided in clients own homes and operates in Bournemouth, Poole and East Dorset. Charges for the service are:

- £16.00 for the first session (including equipment)
- £11.50 per treatment thereafter.

For further information contact 01202 530530.

### Health Professions Council

This website will help you find a registered Chiropodist in your area. All registrants are genuine practitioners, meet national standards and are insured so you are protected. For further details visit <http://www.hpc-uk.org/landing/?id=4> .

### Place Next Door

Salvation Army  
Latimer Road, Winton  
Telephone: 01202 517989

Footcare only – appointments available for care of toenails and general footcare.

Chiropody – appointments available for more complex footcare requiring chiropody.

## Pramacare

Pramacare offer a Toe Nail Cutting Service if you have poor mobility, poor eyesight, are a low risk diabetic, or take an anticoagulant e.g. Warfarin. The nail care workers are trained by the CCG Podiatry Services department. Your doctor or medical surgery will need to confirm that it is safe for us to cut your nails rather than a fully trained chiropodist, Prama can take care of that for you.

There is a fee of £16 to cut your toe nails or finger nails, discounts may apply for people in the same household and for additional nail cutting. Prama supply you with your own set of clippers and a nail file, in a small case on your first visit, and there is a small charge of £10.50 for these. Prama will only use clippers supplied by them when attending to your nails. If you wish to book an appointment please call Prama on 01202 207308. Areas covered include Bournemouth, Christchurch, Poole, Wareham, Blandford, Wimborne and Ferndown

## Society of Chiropodists & Podiatrists

1 Fellmongers Path  
Tower Bridge Rd  
London, SE1 3LY  
Telephone: 0207 234 8620.  
Fax: 0845 450 3721  
Email: [reception@scpod.org](mailto:reception@scpod.org)  
[www.feetforlife.org](http://www.feetforlife.org)

The society can give you details of a registered chiropodist in your area and advice about foot care.

## Private Chiropodists

Margareth Sackett Chiropodist  
81 Haverstock Road  
Moordown  
Bournemouth  
BH9 3HH  
Tel: 01202 529 364  
Mobile: 07933 233 274  
Website: [www.chiropodist-bournemouth.co.uk](http://www.chiropodist-bournemouth.co.uk)

Margareth Sackett is registered with the British Chiropody and Podiatry Association, and the Health Professions Council. Her surgery is in the Moordown area of Bournemouth and home visits are available in the Bournemouth and West Parley areas. Margareth also provides a mobile service to nursing homes, care homes, and warden assisted sheltered housing.

## **FINDING SHOES THAT FIT**

If you have swollen feet and find it difficult to buy shoes that fit, it is possible to buy shoes that are made specifically for you. There are companies that specialise in making shoes and slippers to fit swollen feet. Many of the shoes have elastic or Velcro fastenings that can be adjusted and are easy to do up. For further information speak to your GP or a State Registered Chiropodist.

## Sole Mates

A voluntary organisation for people with different sized feet, and amputees. The organisation offers a partnering service to match members with someone who has the same problem, but on the other foot. By doing this, members will only have to buy one pair of shoes each. Information about specialist suppliers is also available. Life membership £5. Information is free. Send a stamped, addressed envelope to:

46 Gordon Road  
Chingford,  
London, E4 6BU  
Telephone: 020 8524 2423

Shoe suppliers who will visit the home

Ideal Footwear

Paul Herniman  
5 Broyle Close  
Chichester  
West Sussex, PO19 6BG  
Telephone: 01243 532132

Visits Bournemouth and Poole twice a month by appointment.

Shoes On Approval

Most shops will allow shoes to be purchased and taken home on approval with a full refund given for unsuitable shoes with the production of the receipt within a certain timescale.



## HELP & CARE CONTACT DETAILS

Help us to help you

As a charitable organisation Help & Care relies heavily on the donations and goodwill of the local community. However large or small, every gift makes a difference!

Please contact us using the contact details below if you would like information about:

- *How to make a one off donation or*
- *How to set up a regular monthly donation or*
- *How to remember us in your Will*

Help & Care contact details

Help & Care offer a range of services and factsheets to older people, carers, and disabled people across Dorset. If you would like to know more about our information and support services, Advocacy, and our Handiworks Plus services, or you would like a copy of this factsheet in your own language, large print, Braille, or on audio tape or compact disc please contact us on the details below.

By telephone: 0300 111 3303

By fax: 01202 432299

Opening hours are: Monday - Thursday 9am -5pm and Friday 10am - 4.30pm. Answering machine available outside these hours.

Textphone for hard of hearing: 01202 416047

Email: [contact@helpandcare.org.uk](mailto:contact@helpandcare.org.uk)

Website: [www.helpandcare.org.uk](http://www.helpandcare.org.uk)

Use the "Contact" form within the website to let us know how best we can help you.

Contact by post: Help & Care, The Pokesdown Centre, 896 Christchurch Road, Bournemouth, BH7 6DL

You can also make an appointment to call in and see us at The Pokesdown Centre, Bournemouth.

This information has been researched and produced by Help & Care and was believed to be correct at the time of production. Inclusion does not imply a recommendation by Help & Care.

*Last IS Review in May 2009. Next total review due Sept 2011.*

*Latest amendment added: February 2017.*

