

Health and Social Services Councils



Eastern Health and Social Services Council
19 Bedford Street
BELFAST BT2 7EJ
Phone: 028 9032 1230
Minicom: 028 9032 1285
Freephone: 0800 3285420



Northern Health and Social Services Council
8 Broadway Avenue
BALLYMENA BT43 7AA
Phone: 028 2565 5777
Minicom: 028 2565 5777

Health and Social Services Boards

Eastern Health and Social Services Board
12-22 Linenhall Street
BELFAST BT2 8BS
Phone: 028 9032 1313

Northern Health and Social Services Board
County Hall
182 Galgorm Road
BALLYMENA BT42 1QB
Phone: 028 2565 3333

Other useful phone numbers

Central Services Agency
25 Adelaide Street
BELFAST BT2 8FH
Phone: 028 9032 4431



Southern Health and Social Services Council
Quaker Buildings, High Street
Lurgan BT66 8BB
Phone: 028 3834 9900
Minicom: 028 3834 6488



Western Health and Social Services Council
Hilltop
Tyrone and Fermanagh Hospital
OMAGH BT79 0NS
Phone: 028 8225 2555

Southern Health and Social Services Board
Tower Hill
Armagh BT61 9DR
Phone: 028 3741 0041

Western Health and Social Services Board
15 Gransha Park
Clooney Road
LONDONDERRY BT47 1TG
Phone: 028 7186 0086



Health and Social Services Councils for Northern Ireland

Choosing your pharmacist (chemist)

- You can decide which pharmacist you use to dispense your prescriptions. Medicines or appliances should come in suitable and properly labelled containers with clear instructions. Ask your pharmacist to explain the instructions to you if you are not sure.
- Your pharmacist will deal with your prescription as quickly as possible.

Prescriptions outside normal hours

Your Health and Social Services Board is responsible for making sure you can get urgent prescriptions outside normal hours including weekends.

You can get more details from:

- your pharmacist;
- your doctor's surgery;
- local newspapers; and
- the GP who gave you the prescription.

Free prescriptions

You can get free prescriptions if:

- you are under 16;
- you are a full-time student under 19;
- you are over 60;
- you are pregnant, or the mother of a child up to one year old;
- you suffer from certain medical conditions; or
- you get certain benefits.

You may also be able to get free prescriptions if you don't have much money coming in. You can get more information from your pharmacist or local social security office. Leaflet HC11 which you can get from social security offices, post offices or from the Central Services Agency gives more details.

Prescription charges

- Unless you are entitled to free prescriptions, you will have to pay for each item you get on prescription.
- Your pharmacist will ask you to sign the back of the prescription form.
- Your pharmacist will ask you for proof that you do not have to pay.
- If you need a lot of prescriptions you may be able to save money by buying a 'season ticket' from your pharmacist.
- If you have paid for a prescription and think you are entitled to free prescriptions, ask your pharmacist for form PS7.
- You should fill this in within three months of paying for your prescription.

Getting your prescription

Except in cases of emergency you can only get your medicine from the pharmacist if you have got a prescription from your doctor.

Remember

- You don't need a pill for every ill.
- Always follow instructions carefully.
- Always finish your course of treatment.
- Do not share prescription medicines.
- Always store medicines where children can't see or reach them.
- Your pharmacist will destroy any medicines you no longer need.

If things go wrong

If you have any worries or questions about your medicine ask your pharmacist for advice. If you are not satisfied with your treatment, talk it over with the pharmacist.

For more information on how to complain contact your Health and Social Services Council.

You have a right to be treated politely and with respect for your privacy and dignity