



Clinidirect
Pharmacy

Providing
NHS
Services

**We offer a nationwide
prescription collection
and delivery service, saving
you time and hassle**



CLINI **direct**
pharmacy

FREEPHONE:

0800 012 6779

9am – 5pm, Monday to Friday

FAX: 020 8420 9153

EMAIL: info@clinidirect.co.uk

WEB: www.clinidirect.co.uk

Clinidirect Pharmacy provides a range of NHS and private pharmacy services for you and your family.

Clinidirect is a UK registered online and mail order pharmacy, delivering medicines and healthcare direct to your home or work place.

Trusted healthcare professionals

We are regulated by the General Pharmaceutical Council. Our products are obtained from UK wholesalers and we operate from registered premises, which are routinely inspected to ensure safe pharmacy practice including storage and delivery of medicines.

Our services are overseen by qualified pharmacists, who check all our orders and reserve the right to refuse medication if they deem it unsuitable for the patient or suspect misuse.

Dispensing

We dispense NHS and private prescriptions, as well as providing information and advice to help you get the best out of your medicines. We keep a comprehensive stock of medicines to enable us to dispense all prescriptions promptly.

Repeat Dispensing

We can dispense both NHS and private repeat dispensing prescriptions issued by your doctor.



You may be eligible for this service if your GP identifies your condition and medication treatment as stable.

Repeat Prescription Collection Service

We offer a nationwide repeat prescription collection and delivery service by working closely with your GP Practice. We can arrange for your prescription to be ordered, dispensed and delivered to you at your home or work place, saving you time and hassle.

Medicine Use Reviews

This is a FREE NHS service where the pharmacist will help you find out more about your medicines, manage any issues you may be having e.g side-effects and help you to take your medicines to best effect. This service is particularly useful if you regularly take several prescription medicines or are on medicines for a long-term medical condition.

Disposal of unwanted medicines

We accept all unwanted medicines and will dispose of them safely.

Patient medication records

Our safe and secure patient management and dispensing system allows us to check for possible issues, such as interactions between medicines and helps to ensure you take your medicines safely.

We comply with the Data Protection Act and NHS code of practice on confidentiality.

Health advice and self-care

The pharmacist and our trained staff are available for advice on all prescriptions and over the counter medicines via telephone or email.

We can also provide advice on how to live a healthy life, for example living with conditions such as high blood pressure, diabetes and information on stopping smoking.

Electronic Prescription Service

The NHS Electronic Prescription Service (EPS), allows you to receive your prescription sooner from your Pharmacy without the need for a paper copy. This service streamlines the prescription process, saving you time and allowing you to receive your medicines quicker.



OTHER SERVICES WE PROVIDE

Travel Clinic

We have an expert team of healthcare professionals to help you with your travel health requirements. You can purchase your anti-malarials and travel vaccinations* using our online doctor consultation service. Visit our online travel shop for your holiday healthcare essentials.

Online Doctor Consultation Services

We also have a range of other services to help you with your lifestyle changes or other embarrassing conditions. These services are available via our private online doctor consultation service.

Medicine containers

All medicines are dispensed in child resistant containers unless instructed otherwise.

PLEASE REMEMBER: Keep all medicines out of reach and sight of children. We can advise you on safe storage of medication.

Signposting

If you are looking for help in other health and social service sectors, we can provide information on national and local organisations.

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*travel vaccinations provided at our premises by our Travel Nurse Manager

Complaints and compliments

Our aim is to provide the highest possible standard of service.

If you have any comments, suggestions or complaints, please contact our Customer Services team – see back page for contact details.

We operate a complaints procedure as part of the NHS system for dealing with complaints.

You may also contact NHS England using the details below:

NHS England, PO Box 16738, Redditch, B97 9PT

Tel: **0300 311 22 33**

Email: england.contactus@nhs.net

When we are closed

When the pharmacy is closed, health advice and information, including details of other local health services is available 24 hours a day from the **NHS 111 service**.

You should use the **NHS 111** service if you urgently need medical help or advice but it's not a life-threatening situation.

Call 111 if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to A&E or need another NHS urgent care service
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next'

Our local Clinical Commissioning Group is:

NHS Harrow CCG

The Heights, Fourth Floor, 59-65 Lowlands Road, Harrow HA1 3AW

Tel: **0208 422 6644**

Website: www.harrowccg.nhs.uk



For more information on the Clinidirect Pharmacy services or to place an order simply contact us by:



By Phone

Call our FREEPHONE number: **0800 012 6779**



Online

At: www.clinidirect.co.uk



By Email

Contact: info@clinidirect.co.uk



By Post

Post your prescription using a Clinidirect FREEPOST envelope

We will deliver your medicines on time and discreetly within two working days* of receiving your prescription.



* Orders and prescriptions must be placed and received before 3pm.

Clinidirect Pharmacy is owned by:
ClniSupplies Ltd,
Qualitas House, 100 Elmgrove Road, Harrow, Middlesex, HA1 2RW
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