

Pharmacyhaus.com Dispensing Service Information Leaflet
Important Information about our service

NHS prescriptions

An NHS prescription is issued by a prescriber, such as a doctor, on behalf of the NHS.

- **A one-off NHS prescription** is issued by a doctor to treat a specific medical condition with medicine for a short period of time. For example, this might be an antibiotic to treat an infection, or a painkiller to help with pain from an injury. You can order these medicines by sending us your prescription after you've signed up to use the Pharmacyhaus.com prescription service.

- **An NHS repeat prescription** is issued by a prescribing healthcare professional like a doctor, usually for medical conditions which need to be treated for a long period of time. This includes long-term conditions like diabetes. Your prescriber may allow you to request another prescription without having to see them each time you need more medicine. They do this by authorising repeated supplies of the medicine over a specific time period, until a set review date.

Charges

If you live in England and pay for your NHS prescription, you'll pay the standard cost of each prescription item in England, which is £8.80.

- **If you live in Scotland:**
You may be charged if your prescription is delivered to your home, unless one of the English exemption criteria for payment applies to you. This is because our internet pharmacy is based in England, so the NHS prescription charges and rules for England will apply

- **If you live in Wales:**
You may be charged if your prescription is delivered to your home, unless one of the English exemption criteria for payment applies to you. This is because our internet/online pharmacy is based in England, so the NHS prescription charges and rules for England will apply.

- Occasionally, a single item may incur multiple charges as defined by the NHS. We'll let you know if this is the case. If you have any further queries about prescription prices, please speak to our pharmacist on 0161 286 6052.

Exemptions

In England, certain groups of people don't have to pay for NHS prescriptions including those who:

- Are under 16
- Are 16, 17 or 18 and in full-time education
- Are 60 years old or over
- Are pregnant or have had a baby in the previous 12 months and have a valid maternity exemption certificate (MatEx)
- Have a specified medical condition and have a valid medical exemption certificate (MedEx)
- Have a valid prescription pre-payment certificate
- Have a valid war payment exemption certificate and the prescription is for your accepted disability
- Are named on a current HC2 certificate
- Were prescribed free-of-charge contraceptives
- Have a continuing physical disability that prevents you from going out without help from another person and have a valid MedEx
- Get Income support
- Get Income-based Jobseeker's Allowance
- Are entitled to or named on a valid NHS tax credit exemption certificate
- Have a partner who gets Pension Credit Guarantee Credit
- The reasons for exemption are also listed on the back of your prescription form. The pharmacy team will be happy to help you understand these exemptions.
- If you are in Scotland or Wales, your NHS prescriptions are free unless you order online with us and have it delivered to your home. See 'how much do NHS prescriptions cost?' for more information.

If you live in Scotland, Wales or Northern Ireland, you can still use the Pharmacyhaus.com Repeat NHS Prescription Service to order your medicines but we must follow the English payment rules because we dispense our prescriptions in England. This means charging £8.80 per item, unless you meet the English payment exemption criteria listed above.

Payment

When payment is due (we'll not charge you until your medicines are despatched) we will send you an online payment link and you may pay using a credit or debit card.

Ordering your Repeat Prescriptions

- You can re-order your repeat NHS prescriptions by sending us an email or calling us on our customer service number. We will make a request for your repeat prescription on your behalf.
- If your GP does not allow us to order your repeat prescription on your behalf, you must continue to order your repeat prescription. We can send you a reminder via text message and email 7 days before your medication is due to remind you to order your prescription in good time (please indicate you are happy to receive reminders on the patient agreement form).

Pharmacyhaus.com, 13 Cranston Grove, Gatley, SK8 4HS

Telephone: 0161 286 60 52

Email: pharmacyhaus@outlook.com

- You don't have to get all the items listed on your prescription every time. If you've got enough of one medicine, tell the pharmacist. You should also tell the pharmacist about any other medicines you're taking, including non-prescription items (like cough or cold remedies) and herbal medicines, and if you stop taking your medicines for any reason.
- If you pay for your prescriptions, you'll have to pay the prescription charge or charges each time your medication is delivered.

Prescriptions

If you're using our repeat prescription service, it can take up to 5 working days for your prescription to be fulfilled from our online pharmacy. For this reason, our service is not suitable for any prescriptions you may need straight away/in an emergency. Instead, ask your doctor for a paper prescription and take this to a local pharmacy so that they can dispense your medicine for you straight away.

One-off prescription Service

If you use our one-off prescription service, we'll despatch your order as soon as you send us your prescription electronically or via post. It will then take about two working days for your medicines to arrive by post from the point we receive your prescription.

If you need to talk to a pharmacist

You can talk to our pharmacist over the phone or use video chat over Skype. But if you require a face-to-face consultation, we advise you to visit your local pharmacy, they'll be happy to arrange for you to have a consultation in a private room in the store.

Delivery Service

- All NHS prescriptions are delivered free. We will notify you via SMS and Email when we have despatched your order, this will contain tracking information and ETA to help you keep track of the delivery. Your prescription will be sent via Royal Mail 1st class recorded delivery and will normally be within two working days of us receiving your prescription from you or your GP (subject to stock availability). All medication deliveries will need to be signed for by someone aged 18 or over.
- We will deliver controlled drug items to you using a different registered courier that has special authority to handle these types of medications. We will send all refrigerated medicines separately to all other medication using a specialist cold-chain courier, which will ensure that your medication is kept at the required temperature throughout its journey. These types of deliveries will be sent using a 24 hour service and we will contact you beforehand to double check you are ready to receive the items, and discuss any other special requirements you may have.
- If you're not in when the delivery is made, or if there is a delivery failure, a card will be posted through your door with details of when you can expect a re-delivery. A message will also be sent to your mobile phone number and email address. For more information on your delivery, visit the courier website and enter the tracking number provided. You can always call our customer care number 0161 286 6052 if you have any difficulties.

Who can I contact if there is a problem my prescription?

If you haven't received your prescription order, or if it is incomplete, please contact us as soon as possible on our number on 0161 286 6052 and we'll resolve any issues.

Stock Availability

If we are unable to dispense your prescription due to limited stock availability, we will contact you immediately to discuss what options are available:

With your consent:

- We can forward your prescription to another pharmacy local to you that has stock available and is able to fulfil the prescription.
- We can contact the prescriber to arrange a clinically suitable alternative that is available.
- Or we can return the prescription to you so you can try to obtain the medication from another pharmacy.

Personal Data

We'll only ask you for information to enable us to dispense your prescription for you. Your prescription details are stored securely on our systems. Pharmacyhaus.com is committed to protecting your privacy. We believe in using your personal information to make things simpler and better for you. We will always keep your personal information safe and will never sell it to third parties. We will be clear and open with you about why we collect your personal information and how we use it. Please see our privacy policy on the website homepage for more information.

If you have any questions about ordering prescriptions from Pharmacyhaus.com, our list of Frequently Asked Questions on our website homepage should help you find the answer

You can check the registration Pharmacyhaus.com online pharmacy on the website of the General Pharmaceutical Council (GPhC).

The Pharmacy Superintendent (Zakah UI-Haque) for Pharmacyhaus.com is responsible for the pharmacy service provided. If you would like to speak to our pharmacist please contact us on 0161 286 6052.