

Delivery Services



WICKER PHARMACY

Open: 8.30am - 10pm Monday - Saturday
10am - 8pm Sundays & Public Holidays, 3pm - 5pm Christmas Day

Friendly advice available every day of the year!

0114 272 7676 www.wicker.co.uk/pharmacy

Introduction

We offer three different delivery services designed to meet the needs of all our customers – our **Wicker 2 U** service, our **Wicker Express** prescription delivery service and our **Wicker Meds-on-Time** service. The good news is, providing you live within Sheffield, all are completely free of charge!

The **Wicker 2 U** service is designed for those people on regular medication and takes all the hassle out of collecting your medicines once the doctor has issued your prescription. Your surgery will simply post the prescriptions to us – using a prepaid envelope – and we'll do the rest!

The **Wicker Express** service is designed to help those people in urgent need of medication or those that regularly walk past the pharmacy but don't have time to wait for their prescription to be dispensed. Once we have received your prescription we'll dispense and deliver the same day. *Please Note: Same day service is subject to stock availability and your prescription must have been received before 7pm. Out of stock items and items received after 7pm will normally be delivered the next day.*

Our **Wicker Meds-on-Time** service is a specialised service designed to help those people who find it difficult to manage the ordering and taking of their medication. We order your prescriptions from the doctor, dispense them into special containers and then deliver them to your home or chosen address.

Wicker 2 U Service

Our **Wicker 2 U** service takes all the hassle out of obtaining your regular medication. The service is free provided you live within Sheffield.

Wicker 2 U Q&A

How does the service work?

We will either collect your prescriptions from your local surgery or provide your GP with pre-paid envelopes for them to post your prescriptions to us. However, you do need to contact your Doctor's surgery to order your prescriptions in advance and must request that the surgery post them to us or hold them for collection. We will then dispense your prescriptions and deliver to your nominated address.

Who is the service for?

The service is for anyone who might find it difficult to call into our pharmacy for any reason and is on regular medication. The service is only available to people who live within Sheffield.

Do you have to deliver to my home address?

No, we can deliver your medication to any address provided it is within Sheffield. However, please make it clear if the address we are delivering to is not your home address.

When will my medicines be delivered?

We make deliveries between 9am and 8.30pm Monday to Friday and also on Saturday mornings. Regular deliveries will normally be scheduled between 9am and 5pm as priority in the evenings is given to urgent prescriptions. We are unable to specify an exact time of day but if you want to know whether it is likely to be morning or afternoon, please give us a ring on the day of delivery.

How long does it take to get my medicines?

We will normally deliver your medication within 24 hours of receiving your prescription from your GP. It normally takes 2-4 days for the prescriptions to reach us via the postal service.

How do I sign up for this service?

Simply fill in our prescription delivery service registration form and return it to us. A copy of this is printed on the back page of this leaflet.

Wicker Express Service

Our Wicker Express service will deliver your prescriptions a.s.a.p. It is for those people in urgent need of medication (e.g. antibiotics) and those that have non-regular prescriptions and are able to drop them into our pharmacy but don't have time to wait for them to be dispensed. Delivery for prescriptions is free of charge providing you live within Sheffield.

Wicker Express Q&A

How does the service work?

Prescriptions can either be dropped off at our pharmacy or, when the prescription is urgent, can be faxed through to us by your G.P. We will then dispense your medication and deliver it a.s.a.p.

Who is the service for?

The service is for anyone who needs their medication urgently or for those who regularly pass our pharmacy but don't have time to wait for the prescription to be dispensed.

Do you have to deliver to my home address?

No, we can deliver your medication to any address provided it is within Sheffield. However, please make it clear if the address we are delivering to is not your home address.

When will my medicines be delivered?

We make deliveries between 9am and 8.30pm Monday to Friday and also on Saturday mornings.

How long does it take to get my medicines?

Once we have received your prescription we'll dispense and deliver the same day. Urgent prescriptions should be faxed through to us by your GP for same day delivery. *Please Note: Same day service is subject to stock availability and your prescription must have been received before 7pm. Out of stock items and items received after 7pm will normally be delivered the next day.*

Wicker Meds-on-Time Service

Our Wicker Meds-on-Time service is a specialised service to help those people who find it difficult to manage the ordering and taking of their medication. This service is free of charge providing you live within Sheffield.

Wicker Meds-on-Time Q&A

How does the service work?

There are several stages involved in the Wicker Meds-on-Time service.

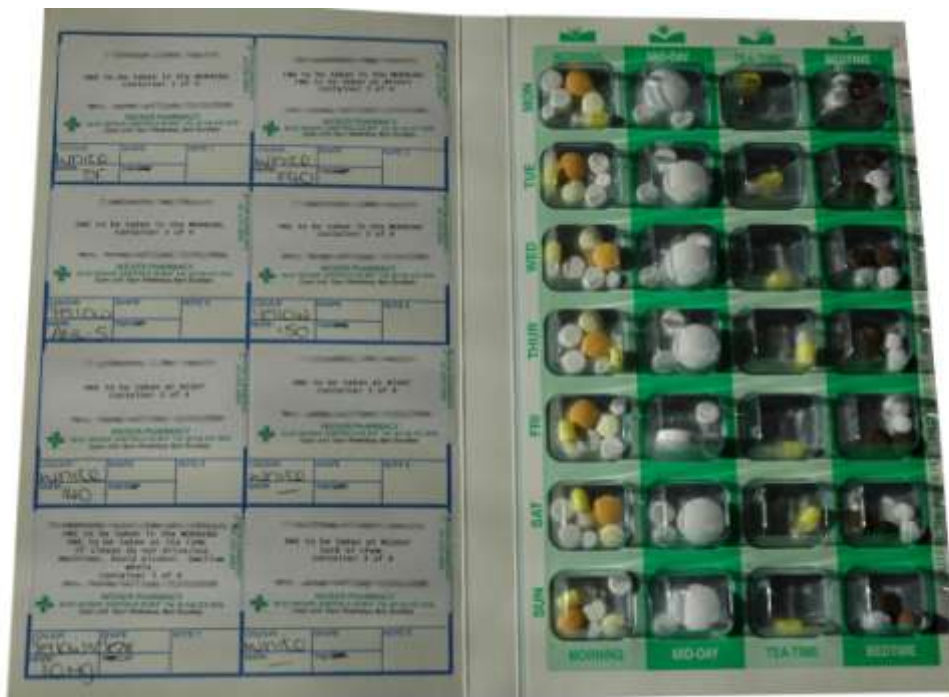
First, one of our pharmacists will visit either you or you and your carers to find out what difficulties with self-medication are and to decide, with you, the best way to help you manage your own medication.

Next, we order your prescriptions from your G.P. and check that there have been no errors, omissions or changes. This ensures you get all of your medication on time.

We then dispense your medication and deliver it your home. The medication is usually dispensed into our monitored dose system packaging. If it is more convenient you can also arrange for yourself or your carer to collect the medication from the pharmacy.

What does our monitored dose system packaging look like?

Our monitored dose system packaging contains full details of the medication contained within the packaging, with the actual tablets being placed in “blisters” corresponding to the day and time of day that the medication is due to be taken. Each time you come to take your medication, you simply need to pop the correct blister for the time and day required.



Who is the service for?

The service is for anyone who – for whatever reason – struggles to manage their medication.

Do you have to deliver to my home address?

No, we can deliver your medication to any address provided it is within Sheffield. However, please make it clear if the address we are delivering to is not your home address.

When will my medicines be delivered?

We make deliveries between 9am and 8.30pm Monday to Friday and also on Saturday mornings. Regular deliveries will normally be scheduled between 9am and 5pm as priority in the evenings is given to urgent prescriptions. We are unable to specify an exact time of day but if you want to know whether it is likely to be morning or afternoon, please give us a ring on the day of delivery.

What happens if I go into hospital?

When people who are already on medication go into hospital, the hospital staff will take over the giving of the medication. It may be the case that the doctors at the hospital decided to change your medication. When you are admitted and discharged from hospital it is vital you let us know so we can check with the hospital to make sure you are still getting all your medicines and that any changes are adhered to.

What happens if my medication is changed?

Please contact us on 0114 253 6888 and we will make the appropriate arrangements to alter your medication.

Can Wicker Meds-on-Time help me in any other way?

Yes, the Wicker Meds-on-Time staff are also there to offer help and advice, e.g. what to do if you miss a dose. If you need to contact us, please ring 0114 253 6888. We can also offer advice and support outside of our normal working hours by ringing the main pharmacy on 0114 272 7676. The pharmacy is open 8.30am-10pm Monday-Saturday, 10am-8pm Sundays and Public Holidays and 3-5pm on Christmas Day.

How much does the service cost?

The service is completely free providing you live within Sheffield.

How do I get this service?

Phone our Wicker Meds-on-Time team on 0114 253 6888 and talk to one of our staff. If we think we can help you we will arrange for one of our pharmacists to visit you or you and your carer a.s.a.p.

Any Questions?

Please give us a ring on 0114 272 7676 or e-mail us (pharmacy@wicker.co.uk) and we'll do our best to answer any questions you may have about any of the services we offer.

Wicker 2 U | Registration Form

A Wicker Pharmacy Service

Patient Details:			
Surname:			
First Name:		Contact Details: (Please indicate preferred contact method)	
Middle Name(s):		Daytime:	
Sex:		Evening:	
Date of Birth:		Mobile:	
Address:		e-mail:	
Doctor's Details:			
Doctor:		Surgery:	
Address:		Phone Number:	
Chronic Conditions, Allergies etc: (Please supply information if applicable)			
Prescription Payment: (Please tick which applies)			
I pay for my prescription	<input type="checkbox"/>	I am exempt from charges for the reason stated below	<input type="checkbox"/>
Exemption Reason: (Please tick which applies)			
A. Under 16	<input type="checkbox"/>	K. <i>Income-Based Job Seekers Allowance</i>	<input type="checkbox"/>
B. 16, 17, 18 in full time education	<input type="checkbox"/>		
C. 60 or over	<input type="checkbox"/>	L. Named on a current HC2 charges certificate	<input type="checkbox"/>
D. Maternity Exemption certificate	<input type="checkbox"/>		
E. Medical Exemption certificate	<input type="checkbox"/>	M. <i>Named on a Working Families Tax Credit NHS Exemption certificate</i>	<input type="checkbox"/>
F. Prepay certificate	<input type="checkbox"/>		
G. War Pension certificate	<input type="checkbox"/>	N. <i>Named on a disabled persons tax credit NHS Exemption certificate</i>	<input type="checkbox"/>
H. <i>Income Support</i>	<input type="checkbox"/>		
For reasons H, K, M and N (indicated in italics above), please provide your National Insurance number:			

Wicker Pharmacy, 55-67 Wicker, Sheffield. S3 8HT

Tel: 0114 272 7676

Fax: 0114 272 6431

www.wicker.co.uk/pharmacy

Declaration:

I declare that the information given on this form is accurate and complete. I authorise the staff of Wicker Pharmacy to:

- Sign prescription charge exemption forms on my behalf
- Collect (either in person, via the postal service or, where available, electronically) prescriptions from my surgery.
- For electronic prescription transfers, please note the following:
 - In agreeing to allow Wicker Pharmacy to electronically collect prescriptions from your surgery this will make Wicker Pharmacy your nominated pharmacy. This means all electronic prescriptions will automatically be sent to Wicker Pharmacy for collection or delivery.
 - If you do not wish for an individual script to be sent to Wicker Pharmacy you must ask your GP to issue a paper token which can then be taken to any pharmacy.
 - You can change your nominated pharmacy at any time and you can select any pharmacy to be your nominated site.
 - If a script has been sent automatically to Wicker Pharmacy and you attend another pharmacy there may be a delay in dispensing your prescription whilst Wicker Pharmacy send the details to the pharmacy your are attending.
 - You can request for your doctor not to send prescriptions electronically but instead issue a paper token to be taken to any pharmacy.
 - Electronic transfer of prescription is a new service that is being introduced and depends on both the pharmacy and surgery being EPS Release 2 compliant.
 - If you do not wish Wicker Pharmacy to electronically collect your prescriptions please tick this box . This does not affect other methods of collection.

Should my status change I will inform Wicker Pharmacy of this change and, if necessary, pay the prescription charges required.

Signed:		Date:	
Print Name:			
I am the patient		I am the patients representative	

Please return this form to:
Wicker Pharmacy
Freepost
55-67 Wicker
Sheffield. S3 7ZZ

No stamp required. Alternatively the form can be handed in to any pharmacy member of staff or faxed through to us on 0114 272 6431.

Wicker Pharmacy, 55-67 Wicker, Sheffield. S3 8HT
 Tel: 0114 272 7676 Fax: 0114 272 6431 www.wicker.co.uk/pharmacy