



The Private Pharmacy

We are a specialist online pharmacy that works in partnership with Psychiatry UK. We dispense NHS and private prescriptions for Psychiatry UK.

Why Psychiatry UK choose to work with PPG.

- We keep the medicines you need in stock.
- We are experts in dispensing medications that Psychiatry UK prescribe for ADHD, we understand the needs of you, the patient.
- We deliver the prescription to you, by DPD. It's a tracked and recorded delivery service. With a secure PIN identification on delivery. You do not have to drive to a pharmacy anymore.
- We are very competitively priced as we buy your medications in bulk, making a saving we pass on to you.

How do we work with you?

- We aim to send out your prescribed medicines within 2 working days from receipt of the original prescription (see FAQ's)
- All medication is delivered, next working day via DPD after we have received your prescription from Psychiatry UK (See FAQ's)
- If you pay for your prescriptions, we can tell you accurately how much they will cost via an e-mail link from Blink360.
- We send you an online payment link for the medication, or if you are NHS patient the NHS charge. If you do not pay for your NHS prescriptions, please email us your exemption.
- Once medication is sent out you will get a time slot and tracking number from the courier, and you can track your delivery from your welcome e-mail or text.
- You get an e-mail or text the day before delivery usually in the evening to inform you of a delivery the following day and text or e-mail with a 2-hour window on the morning of delivery for convenience, so you aren't waiting in all day for your medication to be delivered.

Our contact details.

- Telephone – **01923 858 322** Monday to Friday 9am to 5pm
- e-mail at reception@privatepharmacygroup.co.uk
- Private Pharmacy Group, Premier Park Road, London, NW10 7NZ

FAQ'S

What happens if I need to change my delivery address?

As these are specialist prescriptions, please advise Psychiatry UK via a Portal Note who will inform the Pharmacy team. This is particularly important if you would like them delivered to a workplace or are a student between terms. We legally cannot alter a delivery address on a prescription from the one in your records without authority from Psychiatry UK.

If I'm not in can my medicines be left in a safe place?

Unfortunately, due to the special classification of the medicines, they cannot be left, they must be confirmed by PIN on delivery.

If I miss the delivery driver what happens?

A card should be left by the courier, and they will attempt to deliver the next day. If we have your e-mail address, then the card will be e-mailed rather than being left. Please download the DPD app and under the settings set the location using "What3Words" to help make your delivery more accurate. You can also track the parcel from here, <https://www.dpd.co.uk/lp/yourdpd/index.html>

Are the medicines always in stock?

Sometimes there are national shortages which will lead to rationing across the country, we have arrangements in place with most suppliers to alleviate these incidents and we hold stock in bulk but sometimes these circumstances are outside of our control.

Is there a cut off time between payment and sending out.

All payments for medicines will need to be made by 4pm to guarantee your medication can leave us that evening.

I've run out of medicines now what?

Please contact Psychiatry UK, 7 days before you are due to run out, we all want to make sure that you never actually run out. We will always try and help.

I've been sent a payment link, but I'm exempt from paying for prescriptions?

You are required to complete the prescription address confirmation form which will also allow you to state your exemption however if you do receive a link, please email us on the address shown and advise of why you are exempt.

I've been sent a payment link for the wrong amount.

If you receive a payment link for the full cost of the medicines but only pay prescription charges, please e-mail us.

Will you contact me to tell me you have received the prescription and when I will get it?

We will only contact you if there is a question about the prescription, if all is fine with the prescription the first contact will be a notification on your portal to say we have received it. There will be another notification when we have dispatched it followed by a text or mail from DPD with delivery details.

How do I find out where my delivery is?

In the first instance, use the tracking link that has been sent in your welcome e-mail or text. You can register with DPD using this link below. You can add under the settings tabs your location using "What3words" to help track the deliveries.

<https://www.dpd.co.uk/lp/yourdpd/index.html> If there are further issues please call us, please note we cannot alter delivery arrangements once the parcel has left us.

My prescription was written on a Saturday when will I get my medicines?

If your prescription is issued on a weekend, we will receive the prescription in the post on Monday or Tuesday. Please be aware it is the law that we must receive your original paper prescription before we can legally send you the medicines. We will send you your medication on receipt of the original prescription which maybe 2 to 3 working days after your prescription was issued.

Please note once the dispatch notification has appeared on your portal your medication should be delivered in 1-2 days. The driver must confirm your secure PIN for a successful delivery. Please have this ready at the point of delivery.