



We are proud to announce we have changed couriers and will be using DPD moving forward. The reason for the change is increased security with the medications that we send out. We have worked closely with DPD for over a year to be the first pharmacy to implement the secure PIN service for pharmaceuticals. Rather than ask for ID at the door or age verification we have created a secure verification PIN system. The driver will check your PIN number before handing over the medication. Medication deliveries are now Monday through Sunday.

How This works

Once we dispatch the medication from the pharmacy the patient will get a text and e-mail alerting them there is a package being delivered from the private pharmacy group. The medication will be attempted to be delivered within 1-2 days.

This message also holds a PIN number and will be sent out at dispatch the day before the delivery.

The drivers will ask for this PIN number on delivery. If the patient does not have this or there is an issue with the address, then the delivery cannot be completed, and the medication will be returned to the pharmacy.

Tracking

The drivers have had the functionality of leaving safe, leave with a neighbour, leave at a parcel shop switched off on their devices. They understand these parcels are medication and they need to be treated differently. DPD have a dedicated customer line for delivery issues 0121 270 3956. 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>

Change of Address

If the patient is not in the driver will attempt to deliver the following day. The patient will get push notifications via text and e-mail leaving an electronic calling card. If the delivery fails, the second day then the medication will be returned to the pharmacy. If the patient realises when they get the text message or e-mail the address is wrong, they can contact their prescriber on the portal to get this changed.

Once the medication has left the pharmacy the address cannot be changed. The medication must be returned to the pharmacy and re-labelled and sent back out. If a package is returned to us for from a failed delivery, we will contact the prescriber and ask to confirm the changed address. This process may take a few days. The patient must be made aware that they can request an alternative address ie work or neighbour but they must give their representative the pin. This request is made through the Psychiatry UK portal under the prescription confirmation address form at the same time of making the medication request.