



the private
pharmacy



COMPLETE ADDRESS FORM

The address cannot be changed once the prescription has been posted.



RECEIVED - CHECK MEDQARE PATIENT NOTES

The Private Pharmacy will scan your prescription once received and **you will be notified via patient notes of its receipt.**



DISPATCH - CHECK MEDQARE PATIENT NOTES

The Private Pharmacy will scan your prescription once dispatched and **you will be notified via patient notes of its dispatch.**



DISPATCHED - PARCEL HANDED OVER TO DPD

DPD will email you that they have your parcel for next day delivery (location permitting).



DELIVERY DAY - DPD SECURE PIN CODE REQUIRED

DPD will email or SMS or push notify you the one-hour delivery time slot & secure PIN code.

The driver will not hand over the parcel without this number; please ensure you have it to hand!

Download on the
App Store

GET IT ON
Google Play



PRESCRIPTION ROADMAP



PRESCRIPTION WRITTEN & POSTED

Your prescription will be sent via Royal Mail Special Next Day delivery to The Private Pharmacy.



PRESCRIPTION RECEIVED BY THE PRIVATE PHARMACY

Medication prepared, dispensed and checked.

Please allow up to 3 working days for dispatch



PAYMENT - PRIVATE (SELF FUNDED) & NHS GREEN PRESCRIPTIONS

Medication will only be dispatched once payment is complete by 16:00 on the dispatch day. For Green prescriptions, exemptions must be confirmed if applicable.



DOWNLOAD DPD APP

The DPD app will allow you to real time track the driver, add What3words and receive all notifications (please ensure notifications are enabled!). **You cannot leave in a safe place or with a neighbour.**



CONTACT US

If you have not had your parcel delivered within three days of the DPD notification, please contact us via email or phone:

reception@privatepharmacygroup.co.uk

01923 858 322