Speeds Healthcare

One Lakeside | Chester | CH4 9QT

Opening Hours:

Monday – Friday:	**8.30am – 6.00pm**
Saturday:	**8.30am – 12.30pm**

Tel: 01244 906 111

Dispensary Supplies
(named-patient)

Orders & Enquiries

dispensary@speedshealthcare.co.uk

Wholesale Supplies
(stock medicines and consumables orders)

Orders

www.speedsmedical.co.uk

Enquiries

wholesale@speedshealthcare.co.uk

Advice hotline for clinical and medicines enquiries, contact you ward pharmacist.
If your ward pharmacist is not available, then please contact:

01244 906 222 or **medsinfo@speedshealthcare.co.uk**

To access the on-call pharmacist urgently, outside of normal working hours

0843 506 55 74 (until 10pm every day)

Prescription orders

Please ensure:

- ✓ Prescriptions are signed by a prescriber
- ✓ Original signed prescriptions are sent to us via post using our pre-paid envelopes
- ✓ Emailed prescriptions are suitably encrypted
- ✓ A copy of your prescription is taken for your record
- ✓ Originals are posted the same day to avoid delay
- ✓ If you prefer to use our NHS email address to send prescriptions **pharmacy.fdp63@nhs.net**

Web stock orders

Please note:

- ✓ If you cannot locate a product to order:
  - The medicine may be listed under a different name, please try both generic name and brand name
  - Contact the team at **wholesale@speedshealthcare.co.uk** for guidance
- ✓ Orders may be received in separate boxes, dependent on stock availability.

When will I receive my order?

- ✓ **Prescription orders** received by us before 12.00pm Monday to Friday will be dispatched for next working day secure delivery. Orders received by 10am Saturday will be dispatched for Sunday delivery. All next working day services are subject to stock availability. Extra charges may apply for weekend deliveries.
- ✓ **Wholesale (stock) medicine orders** received by 12.00pm Monday to Thursday will be dispatched next working day, subject to stock availability. Note that stock medicines cannot be received at the weekend.
- ✓ **Consumables and equipment** web orders are dispatched Monday to Saturday.
- ✓ **Emergency same-day delivery** for emergency requests is available.
  Requests for this service must be confirmed in in advance of booking as it will incur an additional charge.

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