

Together We Care

for you and your service users



We care - through our experience

- Boots has over 2,000 pharmacies and health & beauty destination stores at the heart of local communities
- Over 4,000 pharmacists at the 'front line'
- Over 280 Boots Opticians practices, helping to ensure that people have the best possible eyesight and are so able to make the most of their lives
- Over 70 'Midnight Pharmacies' give late access for many within a 30 minute drive time
- Boots Care Services are the medication-provider market leader in the Care Home sector, providing medication for over 250,000 service users in care homes
- Since 1989, Boots have helped over 12,000 care homes provide reliable, safe and trusted medication administration to their service users, with systems and services that comply with regulatory guidelines

We care - through our commitment to you

- A Care Manager to manage care services rooms and act as a single point of contact
- Dedicated, purpose-built care services rooms within each care services pharmacy to service care homes
- People-training - care home specific training for our store teams
- Consolidated number of pharmacies to increase consistency of good customer service
- Dispensing automation to further increase safety of process
- End to end medicines management process to reduce carer/nurse time spent on medication process e.g. ordering, waste
- Support pre & post regulatory inspection through pharmacy advice visits
- Care services support team to deliver training and additional support
- Independent customer satisfaction surveys to assess our service

We care - through our services

Medication administration systems

- Free, easy-to-use medication administration systems, with full staff training and ongoing advice and audits from our expert pharmacy team
- Free prescription management from collection to delivery and customised service level agreements to meet your needs
- Computer-generated medication records to help ensure there is a clear audit trail for the medication management process, including receipt, administration and return of all medication
- Customised service level agreements - meaning that medications are supplied to meet your needs, whether traditionally dispensed or individually sealing in our market-leading Monitored Dosage System, racked by individual or by home
- The Boots Monitored Dosage System delivers a 4-week supply of each individual patient's tablets and capsules in blister packs, to be taken at the time and date shown. The pill packs are colour-coded for the time of day so the carer can quickly tell when the medication should be administered
- Call **0115 949 4047** for more information

Care of Medicines training

- Medicines management training accredited by the College of Pharmacy Practice
- Accredited to National Minimum Standards and Skills For Care learning requirements
- Face-to-face training delivered by one of our pharmacists
- We offer accredited basic and advanced courses, and also specialised courses in Diabetes and Mental Health
- Call **0115 949 5740** for details of courses in your area

Pharmacy advice visits

- Pharmacy advice visits are designed to improve the quality of pharmaceutical care provided by the homes
- The service is provided by a registered pharmacist with a special interest in care homes; or by a registered pharmacy technician who has the necessary training
- The visit typically takes 1-2 hours and is primarily designed to review the medicines management process within the home. The findings are discussed with the home manager, with any agreed next steps to support the home
- If you are serviced by Boots and would like an advice visit, contact your servicing Boots store



Midnight pharmacies

- Boots have over 70 pharmacies around the country open until midnight
- 85% of the population in England are within a 30 minute drive of a Boots midnight pharmacy - meaning we can dispense urgent medication and give advice at a time when most pharmacies are closed
- Call **0808 208 8000*** for your nearest store

*Calls may be recorded for training and security purposes



Medicine check-ups

- Medicines Check-Ups* (MCUs) are a free in store NHS service (available in England and Wales) to support patients with their medicines
- They are designed to ensure patients get the best from their medicines and identify medicines that are no longer required, or not currently being used effectively
- Patients taking more than one medicine or suffering from a long-term illness, who have had their prescriptions dispensed from the same pharmacy for the last 3 months are eligible for an MCU.
- Each of these patients is eligible for an MCU every 12 months
- Ask in store for more information

* This NHS service is also referred to as Medicines Use Review (MURs)

Eye care and Hearing care

- Boots Opticians currently operates a Domiciliary service in Glasgow, Edinburgh, Manchester and Wakefield and the surrounding areas
- We offer eye and hearing exams carried out by Optometrists and Hearing Aid Audiologists who will visit the patient free of charge and we also offer an aftercare service. The eye exam may be charged for if the person does not qualify under current NHS rules
- We will visit anyone in the areas listed above who is housebound and unable to get to a local practice. This includes people in care homes, nursing homes, assisted living accommodation and individuals in their own homes
- Eye exams are funded by the NHS in the UK if patients are aged 60 and over or qualify under other NHS rules (all eye exams are NHS funded in Scotland). Spectacles can be NHS funded depending on needs
- Boots Opticians follows the Code of Practice for Domiciliary Eyecare as provided by the Federation of Ophthalmic and Dispensing Opticians
- Go to **www.bootsopticians.com** for more information



What our customers say...

“ I would recommend Boots because they have supported us in our business for 17 years and gave us excellent support when we were moving premises in the year 2000, and all the staff are very helpful and friendly. ”

Lynsey Stirrat - owner of Graceland Nursing Home, Kilmarnock

“ The staff are satisfied because they can administer the medications appropriately and our residents are satisfied because they receive the right drug at the right time.

Boots also offer us consistent service from the point of ordering medication through to delivery at the home. ”

***Janette Malham -
Group Operations Director North,
Southern Cross Healthcare***



“ It helps to ensure I take my medication in the right dosage, right time and every day. ”

Service User, Oxford

“ I have found both the staff and system very efficient... and have never had a problem in all the years I have been in contact with them. ”

GP Surgery in Stroud

“ The importance of the care service we provide is to enable care home managers and carers to deliver and manage medication to their customers in a safe and regulated manner. ”

Andy Worrall - Boots Store Manager

Together We Care

