

## **Terms and Conditions for Private Medicines Management Service**

Please read these Terms and Conditions carefully before subscribing to the private medicines management service provided by Carrickfergus Chemists Ltd, located in Taylors Av Carrickfergus, Northern Ireland. By subscribing to the service, you agree to be bound by these Terms and Conditions.

---

### **1. Service Overview**

1.1 The private medicines management service is a complete package designed to simplify and support medication management for the service user.

It includes:

- Ordering of all repeat medication prescriptions from the service user's General Practitioner (GP) or healthcare provider.
- Preparation and supply of medications using a Pill Pac Plus system to assist with adherence.
- Weekly delivery of medications to the service user's designated address.
- Ongoing medication management, including synchronisation of medications to ensure they are aligned and provided in a consistent and timely manner.

1.2. The pharmacy will organize and package medications into a weekly system based on the prescription instructions provided by the service user's GP or healthcare provider.

1.3. The service is provided as a private offering and is not covered by the National Health Service (NHS).

1.4. The service also includes delivery (at the request of the service user) of any acute medication e.g. antibiotics.

### **2. Subscription and Fees**

2.1. The cost of the service is £60 per month, payable by direct debit.

2.2. Payments will be collected every 28 days from the bank account provided during registration.

2.3. If a payment fails, the pharmacy reserves the right to suspend or terminate the service until payment is received.

2.4. The pharmacy reserves the right to adjust the service fee with 30 days' notice to the service user.

### **3. Medication Ordering and Changes**

- 3.1. The pharmacy will order all repeat medication prescriptions directly from the service user's GP or healthcare provider on behalf of the service user.
- 3.2. The service user is responsible for informing the pharmacy promptly of any changes to their medication, including changes in dosage, the addition of new medications, or the discontinuation of existing medications.
- 3.3. The pharmacy will not be held liable for any consequences resulting from the service user's failure to notify the pharmacy of medication changes.
- 3.4. The pharmacy will liaise with the service user's GP where necessary to confirm any medication adjustments.
- 3.5. Timelines for any changes will be actioned by the pharmacy at the direction of the prescriber. A minimum of 24 hour's notice must be provided.

### **4. Delivery of Medications**

- 4.1. Medications will be delivered to the service user's designated delivery address on a weekly basis.
- 4.2. The service user or a designated representative must be available to receive the delivery.
- 4.3. If no one is available to receive the delivery, the delivery driver will return the medication to the pharmacy and it will be the responsibility of the service user to arrange collection or agree an alternative delivery time with the pharmacy.
- 4.4. If the service user provides incorrect or incomplete delivery details, the pharmacy will not be held responsible for failed or delayed deliveries.
- 4.5. The pharmacy reserves the right to charge additional fees for failed delivery attempts due to service user error.

---

### **5. Service User Responsibilities**

- 5.1. The service user must ensure that all information provided to the pharmacy, including personal details, delivery address, and medical information, is accurate and up to date.
- 5.2. The service user must store the medications safely and follow the dosage instructions provided by their healthcare provider.
- 5.3. The service user is responsible for notifying the pharmacy of any changes to their personal information, delivery address, or medication requirements.
- 5.4 The service user must ensure prompt payment on a monthly basis (see 2.2)

## 6. Cancellation and Termination

6.1. The service user may cancel the service at any time by providing 30 days' written notice to the pharmacy.

6.2. The pharmacy reserves the right to terminate the service with immediate effect if:

- The service user fails to make payment.
- The service user provides false or misleading information.
- The service user fails to comply with these Terms and Conditions.

6.3. Any outstanding fees at the time of termination will remain payable by the service user.

## 7. Hospitalisation

7.1. If the service user is admitted to hospital, the pharmacy must be informed as soon as possible.

7.2. If the service user is in hospital for **28 consecutive days or longer**, the pharmacy will waive the monthly service fee for the period exceeding 28 days.

7.3. An **administration fee of £15 per month** will apply during the period of hospitalisation to cover ongoing management of prescriptions and coordination with the service user's GP or healthcare provider.

7.4. If the service user is discharged from the hospital and the pharmacy has not been informed, the pharmacy will not be held responsible for any disruption to medication supply or synchronisation.

7.5. If the service user is in hospital for less than 28 days, the full monthly service fee will still apply.

## 8. Limitation of Liability

8.1. The pharmacy will take reasonable care in providing the medicines management service but will not be liable for:

- Delays or interruptions caused by circumstances beyond the pharmacy's control e.g. medicine shortages.
- Consequences arising from the service user's failure to notify the pharmacy of medication changes.
- Loss, damage, or injury resulting from misuse or mishandling of medications by the service user.

8.2. The pharmacy's liability is limited to the total amount of fees paid by the service user for the service in the preceding three months.

---

## 9. Confidentiality and Data Protection

9.1. The pharmacy will handle all personal and medical information in compliance with the UK General Data Protection Regulation (UK GDPR).

9.2. The service user's personal and medical information will only be shared with the service user's GP or healthcare provider when necessary for the provision of the medicines management service.

9.3. The pharmacy will not disclose personal information to third parties without the service user's explicit consent unless required by law.

## **10. Amendments**

10.1. The pharmacy reserves the right to amend these Terms and Conditions with 30 days' notice to the service user.

10.2. Continued use of the service after receiving notice of amendments constitutes acceptance of the revised Terms and Conditions.

---

## **11. Governing Law**

11.1. These Terms and Conditions are governed by and construed in accordance with the laws of Northern Ireland.

11.2. Any disputes arising from or in connection with this agreement will be subject to the exclusive jurisdiction of the courts of Northern Ireland.

By subscribing to the medicines management service, the service user confirms that they have read, understood, and agreed to these Terms and Conditions.