



Pharmaceutical Services, 2 Franklin Street, Belfast BT2 8DQ
Telephone No. 028 9053 5613, Fax No. 028 9053 2963

MEMORANDUM TO CHEMISTS ON THE LIST

Dear Contractor

Re: Accelerated Payment Project: DX Courier Update

We would like to take this opportunity to thank you for your on-going support for the Accelerated Payment Project.

We would like to update you on some issues in relation to courier collections:

1. DX courier will only call ONCE at each pharmacy for each prescription submission. If, for any reason, your prescriptions are not ready when the courier calls, it is your responsibility to ensure your prescriptions reach BSO on time.
2. On the collection manifest that is completed for each submission you will notice there is an option to select 'indemnity required.' There is NO benefit to pharmacies in ticking this box, however if it is ticked it will incur an additional charge. We would ask that this box is left blank.
3. Following a recent health and safety inspection at DX premises it was highlighted that some prescriptions are being submitted in cardboard boxes that have hazard warning labels on the outside of the boxes. DX have requested that any such labels are removed or an alternative box used before collection by the courier.

If you have any queries in relation to these issues, please contact DX customer services on 02894 459185.

24th April 2013

Pharmaceutical website: <http://www.hscbusiness.hscni.net>

