



Providing NHS services

SecuriCare®



Home Delivery
Service



Who are we?

SecuriCare (Medical) Ltd is licensed to dispense stoma and continence appliances. We provide comprehensive, specialist support for all stoma and continence patients, with:

- Free UK home delivery service for all brands of stoma and continence supplies
- PharmaCare, a pharmacy service from SecuriCare, which can deliver all of your regular medication with your appliances
- Specialist nursing in both hospitals and the community including patient clinics and reviews in most regions
- Freephone careline offering expert advice and individual support drawing on over 20 years of appliance experience and free samples of products from all manufacturers



We strive to understand the challenges our customers face and support them at every step with a range of additional products and services

NHS services available are:

- Disposal bags and wipes
- Repeat dispensing
- Delivery within 24–48 hours of receiving your prescription
- Appliance Use Reviews (AURs) by a Specialist Nurse*
- Stoma pouch customisation*

* Advanced service offering

Other services we provide

We commit ourselves to delivering a trusted, friendly, efficient and highly confidential service that makes life as easy as possible through providing:

- An ultrasonic pouch cutting service
- A prescription collection service (subject to GP agreement)
- Travel certificates and advice
- Travel bags, washable and disposable bed pads and radar keys for disabled toilets
- Dietary advice and literature
- Simple ordering via freephone, freepost, email or internet
- A dedicated customer service contact who know your needs and can provide personalised assistance every time
- A discreet delivery service

For more information, or to join our service, please get in touch as detailed overleaf.

"I would like to tell you how very much I appreciated all the help and advice you have given me. The samples you sent have proved invaluable. It is really nice to find such a kind and caring person – it seemed nothing was too much trouble for you..." – J.P., Norwich



Get in touch

To place an order please supply your name, address and account code (if known) by any of the following methods, then simply forward your prescription to us in the freepost envelopes supplied:

Freephone: Orders: 0800 318 965

Careline: 0800 585 125

Post: SecuriCare (Medical) Ltd,
Compass House,
Knave's Beech Way, Loudwater,
High Wycombe, Bucks HP10 9QY

Email: orders@securicaremedical.co.uk
enquiries@securicaremedical.co.uk

Online: www.securicaremedical.co.uk

Disabled access, car parking and toilet facilities are available on site. Our offices are open 8am – 9pm, Monday to Friday. Outside of these hours, health advice and information is available around the clock from the NHS Choices website www.nhs.uk and NHS 111 (call 111).

NHS England Buckinghamshire PCT contact details:
3rd Floor Rapid House, 40 Oxford Road, High Wycombe,
Buckinghamshire, HP11 2EE

SecuriCare (Medical) Ltd. is a CliniMed Group company and is fully licensed by the Department of Health. All services are underpinned by an NHS-audited Clinical Governance Framework. Suppliers of NHS appliances comply with the Data Protection Act and NHS Code on Confidentiality, and reserve the right to withhold services to violent or abusive customers. Any comments or complaints can be made via the channels detailed above. SecuriCare® is a registered trademark of CliniMed (Holdings) Ltd. ©SecuriCare (Medical) Ltd 2017.