

SecuriCare®

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,
 Knaves 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 – 5.30pm, Monday to Friday. At other times health advice and information, including details of other local services, is available round the clock from NHS Direct: online at www.nhsdirect.co.uk, NHS Direct Interactive on digital TV, or by phone on 0845 4647

PCT contact details: NHS Buckinghamshire and Oxfordshire Cluster, Rapid House, 40 Oxford Road, High Wycombe, Bucks, 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®



Home Delivery Service



Who are we?

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

- A free UK home delivery service for all brands of stoma supplies
- Specialist stoma care nursing in both hospitals and the community, including patient clinics and reviews in most regions
- A freephone Careline offering expert advice and individual support drawing on over 20 years of stoma care experience, and free samples of stoma pouches and accessories 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 sacks and wipes
- Repeat dispensing
- Delivery within 24–48 hours of receiving your prescription
- Appliance Use Reviews (AURs) by a Specialist Stoma Nurse*
- Stoma appliance customisation*

* Advanced service offering

Other services we provide

As a National Customer Service Award winning team, 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 packs, 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 knows your needs and can provide personalised assistance every time
- A personal delivery driver (in most regions)

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

