

Except for public holidays, the clinic is open:

Monday to Friday 9.30am–4.30pm

Appointment only

The clinic is closed every Wednesday between 11am–1pm for staff training.

Other useful contacts

- www.safesexberkshire.nhs.uk/
- Sexual Health & HIV Helpline
0800 567123 (24hrs)
- NHS 111

Department of Sexual Health
Florey and Contraceptive Services
21A Craven Road
Reading RG1 5LE
Tel: **0118 322 7202**
www.royalberkshire.nhs.uk/florey-sexualhealth.htm

To find out more about our Trust visit
www.royalberkshire.nhs.uk

**Please ask if you need this information
in another language or format.**

Sexual Health: July 2022
Next review due: July 2024



Royal Berkshire
NHS Foundation Trust

Ordering your medication

Information for Florey
Clinic patients

As you are on a long term course of medication from the Florey Clinic, this leaflet explains the best way to order and receive your necessary medication.

Options for getting your medication

The two options for receiving your medication are:

- 1) Alcura Home Delivery (a van will deliver your medication to your home address at a pre-arranged time). You must be home to sign for it.
- 2) Collection of medication at Boots store, Broad Street, Reading.

Once you have decided on your preferred method, we will complete a registration form on your behalf and send this to Alcura. **Please ensure you keep us up to date with any changes to your address or telephone number.**

When you have **two months** of medication left, please call us on **0118 322 7220 or 7202** to order more. **It is important that we are given at least two months' notice** so we can process your request. Any delays could affect your treatment and long term health.

Alcura Home Delivery

Alcura will contact you approximately three weeks after you have made your order. This is to arrange delivery directly to your home.

If you have not heard from them after three weeks, or are concerned that you are likely to run out of medication in the next week, please contact us on **0118 322 7220 or 7202**.

Collection at Boots

You will receive a text message from Alcura advising you that your medication is ready for collection. Please note, the collection service is only available at the Boots store at 47-48 Broad Street, Reading RG1 2AE.

If you have not had a text after three weeks, or are concerned that you are likely to run out of medication in the next week, please contact us on **0118 322 7220 or 7202**.

Please ensure you collect it soon after receiving the text message as Boots can only store it for a limited amount of time. **You must take your 'Boots Collection' card with you.**

You can also contact Alcura if you need to chase up your medication request. Telephone **0800 012 1551**: Monday-Friday 8am-6pm or Saturday 9am-1pm

Or email at patientservices@alcura-health.co.uk

They also have a self-booking system via www.alcura-health.co.uk/self-booking-system