

Except for public holidays, the clinic is open:

Monday to Friday 7am – 7pm.

Saturday 9.30 am – 11.30 am.

The clinic is closed on Wednesday between 11am- 1pm for staff training.

We will endeavour to see everyone. However, if between 6pm and 7pm attendance is high, we may ask you to return the next day.

### Other useful contacts

Sexual Health & HIV Helpline 0800 567123 (24 hours)

NHS 111

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

This document can be made available in other languages and formats upon request.

Sexual Health, February 2019  
Review due: February 2021

**NHS**

Royal Berkshire  
NHS Foundation Trust

# Ordering your medication

Information for Florey  
Unit patients

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As you are on long term medication from the Florey Unit, this leaflet explains how to order and receive your medication.

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### Options for receiving 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 one month of medication left, please call us on 0118 322 7220 to order more. It is important that we are given at least one month's 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 two weeks after you have made your order. This is to arrange delivery directly to your home.

If you have not heard from them after two weeks, or are concerned that you are likely to run out of medication in the next week, please contact us on 0118 322 7220. We will follow up the order on your behalf. You can also call Alcura directly on 08000 0121551.

### Collection at Boots

You will receive a text message advising you that your medication is ready for collection. Please note the collection service is only available at the Boots store on Broad Street.

If you have not had a text after two weeks, or are concerned that you are likely to run out of medication in the next week, please contact us on 0118 322 7220. We will chase the order on your behalf.

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.