

Helping you get on with your life



Welcome to your prescription service

SCRIPT-EASY® is a FREE Home Delivery service provided by Bard Limited. A Dispensing Appliance Contractor (DAC) registered with the NHS, SCRIPT-EASY® can dispense continence and stoma appliances and medical devices on receipt of your prescription. Delivery is free of charge. Only the prescription fee is payable unless you are exempt.

SCRIPT-EASY® provides confidential advice and help with your prescription products and we provide fast, reliable delivery from our comprehensive range of stock. If a product is not available from a supplier we can offer alternatives to suit your needs until stocks become available.



Your Confidential Records

SCRIPT-EASY® will not disclose your personal details to anyone without your prior approval. We comply with all aspects of the Data Protection Act and we are registered with the Department of Health to comply with NHS Information Governance guidelines.

You are entitled to see your records at any time and our SCRIPT-EASY® advisers will guide you through our record keeping process, which contains information such as your name, address, date of birth, contact details, your doctor's details and a list of the products you require. Details of specific conditions will be recorded too i.e. spina bifida, spinal cord injury, multiple sclerosis etc.



Prescriptions*

In most cases SCRIPT-EASY® will obtain your prescription from your GP or Healthcare Professional on your behalf. SCRIPT-EASY® is connected to the NHS Electronic Prescription Service (EPS) in England. With the EPS system, if your GP surgery operates this service they would send prescriptions electronically straight to us, similar to an email, saving time and effort for those with regular repeat prescriptions. Prescribed items are free of charge if you are over 60 or aged between 18-60 and have a valid reason for exemption. (A full list of exemptions can be found on the NHS Choices website). If you do pay for your prescribed items, then SCRIPT-EASY® will request payment from you which can be made by credit card, cheque or bank transfer.



Discreet Delivery*

SCRIPT-EASY® dispenses NHS prescription items in plain packaging and will deliver to your home or to an alternative address of your choice within the UK. You can collect your prescription items from us if you prefer.



Emergency Supplies

SCRIPT-EASY® will send you an emergency supply of appliances, pending receipt of a prescription. If you find that you have run low on supplies, just ask one of our Customer Service Advisers.



Advice and Help

SCRIPT-EASY® staff are all trained to a high standard and can offer advice and help in the selection of appliances. A nurse helpline is also available or we can direct you to other sources of advice.



Out of Hours Services

Outside of SCRIPT-EASY® and normal surgery hours you can still phone your GP surgery, but you will usually be directed to an out of hours service. Alternatively, if it is not an immediate or life threatening situation then call NHS 111. NHS 111 is available 24 hours a day, seven days a week.



Appliance Use Reviews*

SCRIPT-EASY® has a team of highly qualified, experienced nurses and you can make an appointment for a nurse to call. We will be pleased to help with any problems with your appliance or other aspect of your care and you can ask questions to help you learn more about your appliance.



Holiday Health Care

SCRIPT-EASY® will arrange for your prescription to be delivered to an alternative address in Europe. Please ask one of our Customer Service Advisers to make the arrangements.



Stoma Customisation*

SCRIPT-EASY® provide a service to cut your stoma pouch to size. Using one of our cutting guides, you can send us your exact measurements and we will pre-cut your pouch to ensure you have a comfortable and secure fit.



Complimentary Items

When you register with SCRIPT-EASY® you will receive complimentary items associated with your specific products which have been designed to help you get on with your day to day life. RADAR Keys (to open accessible toilets in the UK) also available on request. These items are in addition to disposal bags and wipes. Simply ask us, if there is anything you need.



Unwanted Appliances

SCRIPT-EASY® will advise you on how to dispose of unwanted appliances safely.



Staying in Touch

You will receive a welcome call from a SCRIPT-EASY® adviser within five working days after receipt of your first delivery. After this we will call you monthly to manage your further product supplies. You can of course call us at any time in between if you have an urgent requirement or query.



SCRIPT-EASY[®] is committed to providing you with a first class service. We strive to improve and if you have any comments, suggestions or complaints we want to hear from you.

Complaints Procedure

SCRIPT-EASY[®] operates an approved complaints procedure as the provider of services to the NHS. In the first instance contact your SCRIPT-EASY[®] adviser and ask to speak to the Manager.

You may also seek advice from the Patient Advice & Liaison Service (PALS) in your local area.

You can find your nearest PALS office on the NHS Choices website or by telephoning NHS 111. Your GP surgery or hospital will also be able to provide contact details.

PALS is not part of the SCRIPT-EASY[®] complaints procedure but may be able to resolve your concerns informally or tell you more about how to complain.

An Independent Complaints Advocacy Service (ICAS) is available if you wish to make a complaint about the NHS or a provider of services to the NHS.

Freephone

0800 0121 699

Fax

01903 875 085

Nurse Advice Line Freephone

0808 168 4048

Email

ukcustomercare@crbard.com

SCRIPT-EASY[®]

5 Commerce Way, Lancing Business Park, Lancing, BN15 8TA

* These services are funded by the NHS as per the National Health Service Drug Tariff

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SCRIPT-EASY®

5 Commerce Way
Lancing Business Park
Lancing
West Sussex
BN15 8TA

Freephone:

0800 0121 699

Opening hours:

8.30am to 8.00pm – Monday to Friday

Nurse Advice Line Freephone:

0808 168 4048

9.00am to 5.00pm – Monday to Friday

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