

# Prescriber registration form



First Name: \_\_\_\_\_ Surname: \_\_\_\_\_

Clinic Name: \_\_\_\_\_

Clinic Address: \_\_\_\_\_

Postcode: \_\_\_\_\_ Reg No: \_\_\_\_\_

Opening Times: \_\_\_\_\_

Phone No: \_\_\_\_\_ Email: \_\_\_\_\_

Area of Practice/Speciality: \_\_\_\_\_

Please include my details in the Find a Prescriber section of your website

I undertake to inform my patients of the terms and conditions of PCCA

I am on the specialist register and prescribe medicinal cannabis

Sample Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Internal use only

Orderwise created: \_\_\_\_\_ PMR created: \_\_\_\_\_

Customer/Patient ID no: \_\_\_\_\_ Staff initials: \_\_\_\_\_



## PCCA PHARMACY TERMS AND CONDITIONS

### THESE TERMS MAY HAVE CHANGED SINCE YOU LAST REVIEWED THEM

Please read through these terms and conditions to ensure you are aware of any changes to these since you last read them.

### Where to find information about us and our products

You can find everything you need to know about us; PCCA Ltd, Unit 2 Regents Drive, Low Prudhoe Industrial Estate, Northumberland NE42 6PX, Company Registration Number 03770732, and our services on our website [pccarx.co.uk](http://pccarx.co.uk) or from our Patient Care Team before you order. We also confirm the key information to you in writing once your order has been placed, either by email or over the telephone.

We are a private pharmacy and are registered with the GPhC, a link to our registration is found at [https://www.pharmacyregulation.org/registers/pharmacy/name/pcca\\*#registers-search](https://www.pharmacyregulation.org/registers/pharmacy/name/pcca*#registers-search)

### When you buy from us you are agreeing that:

#### We only accept orders when we've checked them

We contact you to confirm we've received your order and then we contact you again after payment has been made to confirm we've accepted it.

#### Sometimes we reject orders

Sometimes we reject orders, for example, because a product is not available or because you are located outside our delivery areas. When this happens, we let you know as soon as possible and refund any sums you have paid, if appropriate.

#### We charge you when we accept your order

We will take a charge for your order when this is made, for repeat prescriptions payment will be required when due and supplies are made in relation to these.

#### How we process orders

Medicines that you order from us must be prescribed by a relevant practitioner and relevant identification checks are carried out in line with rules we are required to follow. The date of validity of prescriptions is time limited and we will need to check that the prescription you have is still valid. Prescriptions are valid for 6 months, for controlled drugs prescriptions are valid for 28 days, both from date of prescription. Given the nature of preparing and supplying medicines it is not possible to cancel an order once we have accepted this and no refunds can be given after an order has been made.

When your payment is made, we will give you an estimated delivery date for this and discuss any details needed to manage delivery.

Once your order has been made, it will be prepared for you in accordance with your prescription.

Orders are normally delivered by an approved courier as agreed with you at the time of order.

#### We're not responsible for delays outside our control

If supply of your product is delayed by an event outside our control, we contact you as soon as possible to let you know and do what we can to reduce the delay. As long as we do this, we won't compensate you for the delay, but if the delay is likely to be substantial you can contact our Patient Care Team on Telephone: 0800 035 3078, email: [pharmacy@pccarx.co.uk](mailto:pharmacy@pccarx.co.uk) to end the contract and receive a refund for any products you have paid for, but not received.

#### You have rights if there is something wrong with your product

If you think there is something wrong with your product, you must contact our Patient Care Team on Telephone: 0800 035 3078, email: [pharmacy@pccarx.co.uk](mailto:pharmacy@pccarx.co.uk). We honour our legal duty to provide you with products that are as described to you and that meet all the requirements imposed by law.

#### We can change products we supply and these terms

We can always change the products we supply to reflect changes in relevant laws and regulatory requirements.

#### We don't compensate you for all losses caused by us or our products

We're responsible for losses you suffer caused by us breaking this contract unless the loss is:

- Unexpected. It was not obvious that it would happen and nothing you said to us before we accepted your order meant we should have expected it (so, in the law, the loss was unforeseeable).
- Caused by a delaying event outside our control.
- Avoidable. Something you could have avoided by taking reasonable action, including following our reasonable instructions for delivery and use.
- A business loss.

### **We use your personal data as set out in our privacy notice**

How we use any personal data you give us is set out in our Privacy Notice <https://patients.pccarx.co.uk/privacy-policy-2/>

### **You have several options for resolving disputes with us**

Contact our Patient Care Team on Telephone: 0800 035 3078, email: [pharmacy@pccarx.co.uk](mailto:pharmacy@pccarx.co.uk) with any problems you have with us or our products as per our Complaints policy which can be supplied on request.

You have a right to go to court. These terms are governed by English law and wherever you live you can bring claims against us in the English courts. If you live in Wales, Scotland or Northern Ireland, you can also bring claims against us in the courts of the country you live in. We can claim against you in the courts of the country you live in.

### **Other important terms apply to our contract**

Nobody else has any rights under this contract. This contract is between you and us. Nobody else can enforce it and neither of us will need to ask anybody else to sign-off on ending or changing it.

If a court invalidates some of this contract, the rest of it will still apply. If a court or other authority decides that some of these terms are unlawful, the rest will continue to apply.

Even if we delay in enforcing this contract, we can still enforce it later. We might not immediately chase you for not doing something (like paying) or for doing something you're not allowed to, but that doesn't mean we can't do it later.