

Boots Travel Services

Boots Travel Services are provided by the Boots Independent Medical Agency (IMA) and provide a confidential and convenient service, which enables you to access a Prescription Only Medicine following an online consultation.

The Boots IMA aims to provide safe suitable and convenient access to healthcare and certain Prescription Only Medicines through its Travel Health Services. The IMA is registered with the Care Quality Commission (CQC) (Provider ID 1-4070329224) and The Regulation and Quality Improvement Authority (RQIA) for Northern Ireland (Registration 12131). The registered address is 1 Thane Road, Nottingham, NG2 3AA.

The IMA comprises a group of clinicians and they are responsible for managing your clinical care as part of Boots Travel Services. The clinicians are Shirndeeep Aujla (GPhC Registration Number 2077859), Danielle Anderson (NMC PIN 11H0696E), Paul McFadden (GPhC Registration Number 2056616), Meera Mistry-Keshwala (GPhC Registration Number 2079084), Huw Evans (GPhC Registration Number 2032815), Preeti D'Costa (GPhC Registration Number 2045794), Ansa Tazeem (GPhC Registration Number 2076497), Lucy Burdon (GPhC Registration Number 2058388), Jainaba Njie-Bright (GPhC Registration Number) and Michelle Silveira (GPhC Registration Number 2058946) .

The services include a consultation for travel vaccinations and/or malaria prevention only and the provision of information, advice, counselling and/or a prescription medicine. Treatment will be provided by Boots UK Ltd.

Processing your data

How Boots process your data

To enable us to provide you with this service and to give you the best and most appropriate care and advice, we will collect your personal data such as name, address and date of birth; we also collect your more sensitive personal data regarding health such as your medical and family history for the purposes of ensuring the service we provide is appropriate for you. In some cases, we inform your family doctor of the treatment that you have through the Agency. We'll advise you to inform your doctor, so they have a complete record of your care. This is important for both your safety and continuity of care that you receive.

Your personal data will be stored for as long as necessary unless a longer retention period is required or permitted by law.

We assure you that Boots will never sell your personal data. We are committed to safeguarding your privacy and keeping your personal data safe and secure is our top priority.

For more information about who we may share your data with, how Boots process your data and how to amend or remove your data please see our privacy policy at boots.com/privacypolicy or contact Boots.CustomerCare_Team@boots.co.uk

Alternatively, you can call Boots Customer Care on 03450 708090.

Suitability of the Service for you

You agree that the IMA, boots.com and associated websites you may be referred to as part of the Service have provided you with sufficient information for you to make an informed choice about whether the service and treatment are appropriate and suitable for you.

By using this service, you also agree that you have read and understood the information on the Patient Information Leaflet provided about the treatment prescribed under the service and you do not know of any reason why you cannot receive the service. The Patient Information Leaflets are available as a link onscreen.

Providing accurate personal and medical information

In order for the IMA prescriber to determine if the service is suitable for you, you agree that you have answered all questions fully, accurately and to the best of your knowledge. You also agree that you have disclosed all information that may be relevant to the provision of the services by the IMA.

Treatment

You acknowledge that whilst the IMA takes responsibility for the care and treatment provided to you under the service, it cannot guarantee the effectiveness of any treatment.

Any treatment provided to you under the service is only for your personal use. You agree not to offer, share, sell or otherwise allow any other person to use the treatment provided. You agree to follow the IMA prescriber's instructions for the treatment and read the Patient Information Leaflet. You agree to contact the IMA if you have any queries about your treatment (see contact details below).

You agree to contact the IMA if you experience service or treatment related problems in order for the IMA to advise you on the most appropriate course of action for you to take.

Confidentiality

By providing your telephone number, address or e-mail contact details, you consent to the IMA contacting you by these means in relation to the service as may be necessary or appropriate. In order to improve our service, we may contact you offering you the chance to participate in feedback by way of a patient survey.

The IMA undertakes clinical audit activity in order to improve the quality and scope of care provided. Data, which is anonymised and does not individually identify you, may be shared with partners or third parties for audit purpose.

Payment

Your online consultation with Boots Online Malaria Prevention is subject to review and approval by an IMA practitioner. We will take your payment when we issue the prescription for you and forward it to our online Pharmacy for delivery by Royal Mail. The cost of the service includes the cost of your medication.

Online Malaria Prevention Service Delivery

We offer free delivery to your home or alternative address and will notify you when your order has been dispatched. If your order is being delivered by post, it must always be signed for by an adult. If no one is available to sign for your order, a card will be left detailing how you can collect your order or have it redelivered. The delivery cannot be signed for or left with anyone under the age of 18, posted through the letterbox or left in a secure area.

Problems with your Boots Online Malaria Prevention Service order

If you have not received your medication or have any other problems, please contact us as soon as possible on 03450 708090*.

Contact Us

To get in touch with the IMA, please contact us using any of the following methods:

- By telephoning Boots Customer Care on 03450 708090*
- By writing to: Boots IMA, Thane Road, D90W F17 Nottingham NG90 1BS
- By e-mail to IMA@boots.co.uk

*(local rate, calls may be recorded for training purposes): Monday to Friday: 8.30am – 6:30pm, Saturday: 8:45am – 5:00pm, Sunday: 10:00am- 5:00pm, Bank Holidays: 9:00am - 4:00pm, Christmas Day, New Year's Day & Easter Sunday: Closed