



**GREAT BEAR<sup>®</sup>**

HEALTHCARE





# Nightingale

Home Delivery Service



**GREAT BEAR**  
HEALTHCARE

*A dedicated service for your individual needs*

# Welcome to Nightingale

*Continence division of Great Bear Healthcare*

## **Welcome to the Nightingale Home Delivery Service aimed at offering you peace of mind and confidence in dealing with a UK based company.**

With over 20 years experience in the continence marketplace, Nightingale provides a nationwide service headed up by a team of dedicated nurses who can:

- Assess your individual needs and offer the right products for you
- Supply and fit your appliances
- Offer you confidential and unbiased advice

The nurses have the full support of a dedicated customer service team who oversee the running of the Nightingale Home Delivery Service; an independent service which allows for:

- Urology, stoma and continence products to be delivered to a destination of your choice
- Complimentary accessories
- A convenient sampling service
- Guaranteed delivery within 24-48 hours from receipt of order (Monday to Friday)
- Discreet packaging



# Nightingale



**GREAT BEAR**  
HEALTHCARE

# How to Register

Complete the registration form attached and return it in the freepost envelope provided, remember to enclose your prescription with the form. Alternatively you can call **FREEPHONE 0800 318 559** and register over the phone, you will be asked the following questions:

- Your name, address and telephone number
- Your GP's name, address and telephone number
- What products you require along with the codes, quantities and sizes
- Delivery instructions
- Prescription exemption details
- How you heard about Nightingale Home Delivery Service

You need to remember that if Nightingale collects your prescription on your behalf:

- Call us on **FREEPHONE 0800 318 559** when you start your last box of supplies so that we can request your prescription from your Doctor. We will then be able to dispense your products in good time.
- Always keep at least two weeks supply of product in hand. The table below is provided to allow you to keep a handy record of your appliance details.

Product Code	Description ( <i>including manufacturer</i> )	Size	Quantity

# Registration Form

Please complete the entire form in BLOCK CAPITALS and return it in the freepost envelope provided, remembering to enclose your prescription.

## Your details

Name

Address

Postcode

Telephone

Email

## Prescription authorisation

This form is to confirm that you give your authorisation for Great Bear to act as a representative to:

- Request and collect your prescription from your Doctor
- Sign your prescription on your behalf

Doctors Name

Address

Postcode

This authorisation will be effective from the date you sign unless you decide to cancel it in writing.

Signature

Date

- Nightingale / Great Bear Healthcare is continually looking to extend and develop its service - please tick the box if you are happy to be updated on a quarterly basis via the Nightingale newsletter

## Exemption

I am exempt from paying for my prescription

Yes  No

if yes please tick the reason below:

- A** under 16 years of age
- B** 16,17 or 18 years of age and in full time education
- C** 60 years of age or older
- D** have a valid maternity exemption certificate
- E** have a valid medical exemption certificate
- F** have a valid prescription pre-payment certificate
- G** have a valid war pension exemption certificate
- L** named on a current HC2 charges certificate
- H** get income support\*
- K** get income based Jobseekers Allowance\*
- M** entitled to, or named on a valid NHS Tax Credit Exemption Certificate\*
- S** has a partner who gets Pension Credit Guarantee credit\*

\* Please provide the name of the person (either you or your partner) who receives this support

\*Name

DOB

Certificate Number

NI Number



detach form here



# Nightingale

Home Delivery Service

*Contacting us is easy:*

**FREEPHONE** 0800 318 559

**Fax** 02920 747 018

**Email** [mail@gbhl.co.uk](mailto:mail@gbhl.co.uk)

**Great Bear Healthcare Ltd**

1 Lambourne Crescent, Cardiff Business Park,  
Llanishen, Cardiff. CF14 5GF

[www.greatbearhealthcare.co.uk](http://www.greatbearhealthcare.co.uk)



**GREAT BEAR<sup>®</sup>**  
HEALTHCARE

