

# YOUR MEDICINE

The unlicensed medicine you have received today is:

Date:

Additional notes:

## HOW DO I GET MORE INFORMATION?

For further information refer to our website  
[www.customised4upharmacy.co.uk](http://www.customised4upharmacy.co.uk)

## TERMS & CONDITIONS

I declare and have agreed that:

1. I am over 18 years of age and an adult of sound mind and judgment.
2. The prescription and or medication(s) that I will request are for my own personal use. I confirm that I require the prescription for a necessary supply of medication and not to stockpile beyond an already adequate supply on hand, or supply to a third party.
3. I have undergone a recent medical examination, which was found to be satisfactory by a registered medical practitioner. I have also had my medical history evaluated recently by a local registered Doctor or GP. I further affirm that this Doctor is available for consultation if the need arises and I agree to contact him/her for any necessary follow-up, care or intervention in the event that I should experience any difficulties or complications or have any questions in respect of the treatment and medication(s). I'm also aware of the fact that I may contact the prescribing doctor and the dispensing pharmacy and I will email them accordingly to arrange for the prescribing doctor or the dispensing pharmacy to call me back. I also accept that the pharmacy may contact me in connection with my prescriptions even if I have not requested him to do so.
4. I understand the risks, benefits and possible side effects of prescription medication(s) including unlicensed medicines and have been provided with an information leaflet by my prescriber. These have been explained to me in detail by an independent and appropriately trained health care provider.
5. I also state that I may have on previous occasions used the medication(s) and or treatments that I may request and that the use thereof proved safe and free from side effects. I further state that previous use was under a Doctor's supervision alternatively that I have been advised by my examining doctor that the use of the medication(s) is not contraindicated for me and is appropriate for my personal medical and physical needs.
6. I agree to immediately contact a registered Doctor or my GP for any necessary medical intervention should a complication or side effect manifest whilst using the medication(s) or at any time thereafter.
7. I agree not to take any other medicines without first obtaining approval from a pharmacist or medical practitioner. I agree to divulge to him/her a full list of medications that I am currently taking including the one being ordered from this pharmacy. I agree to ensure full disclosure and accept full responsibility in this regard.
8. As a further affirmation of the aforementioned I have disclosed in full any and all information concerning my health and medical history that may be relevant to my request for medication. I have in no way omitted or misrepresented any statement of fact relevant hereto.
9. I am permitted to use the credit card and or any other payment card that will be used to purchase the medication(s) or treatment, if my request is approved and processed. If the card used is not in my name, I affirm that I am an authorised cardholder or signatory and or duly authorised to make use of the card.
10. I agree that by proceeding with this request and by voluntarily agreeing to the above mentioned, that I irrevocably bind myself to the terms and conditions contained herein.
11. Any personal information you give to us will be processed in accordance with the UK Data Protection Act 1998. We will use the information to process your prescription and to provide any relevant further information.

PCCA Ltd t/a Customised 4U Pharmacy, Unit 2 Regents  
Drive, Low Prudhoe Ind Est, Northumberland, NE42 6PX

T: 0800 035 3078 F: 0800 035 3079  
W: [customised4upharmacy.co.uk](http://customised4upharmacy.co.uk)  
E: [enquiries@customised4upharmacy.co.uk](mailto:enquiries@customised4upharmacy.co.uk)

CUSTOMISED4U™  
PHARMACY

# PATIENT ADVICE

Helping you to get the  
most from your medicine.

# YOU HAVE BEEN PRESCRIBED A MEDICINE THAT IS 'UNLICENSED'

To help you understand what this means, we have given you this leaflet which answers some of the most frequently asked questions.

## WHO ARE WE?

Customised 4U Pharmacy is a pharmacy specialising in delivering products for patients requiring individualised formulations. We arrange the manufacture or sourcing of your medicine. We then dispense this to you, our patient.

## WHY DO MEDICINES HAVE A LICENCE?

In the UK all medicines undergo a process of checks (such as clinical trials) to ensure that they are safe and effective. The Medicines and Healthcare Products Regulatory Agency (MHRA) grants licences for medicines when they pass such checks in this country. The licence (also known as the Marketing Authorisation) for a medicine will be specific for treating a particular condition or range of conditions.

## WHEN AND WHY IS AN 'UNLICENSED' MEDICINE USED?

Your doctor may have prescribed an unlicensed medicine for you if:

- they believe that this medicine would work well for your condition even though it is licensed for a different condition – when a medicine is used for a condition not stated in its licence, it is said to be 'unlicensed'
- the medicine is not available in the UK and we have to get it from another country which has similar high standards of licensing as the UK
- the medicine is normally available in one form, such as a tablet, and your doctor thinks that a liquid form is better for you – this will have to be made up as a 'special' medicine, so it will be 'unlicensed'

- they have chosen to use a product that is safe but may not be classified as a medicine and so would not have been through the medicine licensing process
- they are using a different strength of a medicine not commonly used but required for a specific purpose or individual e.g. bio-identical hormone replacement therapy.

## IF THIS MEDICINE WORKS FOR ME, WHY ISN'T IT LICENSED?

There are various reasons why the medicine you have been prescribed may not be licensed at this time. It could be because the number of patients with the same condition is too small for full clinical trials to be conducted. It is also possible that the licensing process is underway for this medicine, but this takes some time to complete.

## WHAT DOES THIS MEAN FOR ME?

Your doctor will consider the medical evidence available when prescribing an unlicensed medicine. All medicines can have side effects. In the UK, all manufacturers have to include an information leaflet about their licensed medicine. If the medicine you are taking is not licensed for your particular condition, the information leaflet may not include details of how the medicine may affect you.

## WHERE CAN I FIND OUT MORE INFORMATION?

There are many support groups that can provide information to patients, and there may be one for your particular condition. Please tell your doctor if you would like more information and they will be able to direct you to the right place.

## WHAT IF I DO NOT WANT TO TAKE THIS MEDICINE?

If you have any concerns about your medicine or treatment, please speak to your doctor.

## HOW DO I OBTAIN MORE OF THIS UNLICENSED MEDICINE?

If you need to continue with your medicine after this supply, ask your doctor. If continued treatment is appropriate your doctor will give you a prescription, which can then be fulfilled by the pharmacy. It is important that you always take the medicine

as directed on the label. If you have any side effects or concerns, you should discuss them with the doctor responsible for your care.

## WHAT TO DO WITH YOUR MEDICINE IF IT HAS EXPIRED OR YOU NO LONGER NEED IT?

Even if you never open them, once medicines have left the Pharmacy, they cannot be recycled or used by anyone else. Should you need to dispose of your medicine please take them to your local pharmacy or dispensary and they will be able to dispose of them safely on your behalf. If your medicines change you can return your old medicines to your local pharmacy for safe disposal to avoid mixing them up with your new medicines.

Never dispose of your unwanted medicine down the toilet or through your normal household waste. The pharmacy you are returning the medicines to may ask you some questions, these may include:

- Are you returning only medicines?
- Are you sure there are no needles or other sharps in the bag/container?
- Are you sure there is nothing else that may affect the health and safety of our staff?

## HOW DO I USE MY MEDICINE?

Your doctor should have provided you with details on how to use your medicine and there will also be instructions for use on the label. If you require further clarification then speak to your doctor.

## HOW DO I STORE MY MEDICINE?

Some medicines are sensitive to heat, light or moisture and can become less effective if not stored properly therefore keep your medicines in an appropriate place out of the reach of children.

Any special storage conditions will be detailed on the product label. Don't stockpile medication - it is a safety risk for children and others who might take them.