

HOME CARE PHARMACY SERVICE

FREQUENTLY ASKED QUESTIONS

1. What digital and data protection standards are being met (e.g., DTAC, NHS DSP Toolkit, Cyber Essentials, PEN Test)?

For all the above requirements, please reach out to Polar Speed, now Marken, UPS Healthcare Precision Logistics, at psd.avanos@nhs.net

2. Is a DPIA (Data Protection Impact Assessment) available or being updated for this transition?

Yes, please reach out to Marken at psd.pharmacyreporting@nhs.net

3. Will patient data be processed or stored outside the UK/EEA/EU, even during transit?

For the process of order fulfilment (supplies from Marken to patients), personal data is provided by trusts to Marken who is Avanos' outsourced provider of home delivery services.

A sub-contract between Avanos and Polar Speed includes a Data Processing Agreement compliant with the UK data protection laws. For further details please contact Polar Speed at psd.pharmacyreporting@nhs.net

4. What information will Avanos and Polar Speed be sharing, and for what purpose?

No patient data will be shared with Avanos at any time. Patient Exit Data will be sent directly to Polar Speed who will store in line with prevailing law and not shared with any other party.

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5. What is the VAT Exemption process?

VAT: Zero rated, no forms required.

Medicines/Medical Devices dispensed to individuals for their personal use, dispensed by a registered pharmacist against a prescription issued by a registered doctor or nurse for administration in their own home (or residential home) are zero-rated.

6. How do I contact Polar Speed pre-go live (July 25th 2025)?

Please contact Polar speed at psd.avanos@nhs.net

7. How do I contact Marken after the go-live date?

Polar Speed, now Marken, UPS Healthcare Precision Logistics
Polar Speed Pharmacy
8 Chartmoor Road
Leighton Buzzard
Bedfordshire
LU7 4WG

Tel: 0800 7833178 - Option 4

e-mail: psd.patientqueries@nhs.net

Office Hours: Mo-Fri 8:00am - 6:00pm GMT

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8. What will happen to my current open orders and prescriptions?

As part of the transfer from the current provider Vygon to the new provider Polar Speed, both parties will work with all involved NHS Trusts, to transfer required data ensuring patients are not impacted by this change.

Once the prescription has been received by Polar Speed, the patient will be contacted within 48 hours to introduce Polar Speed, check stock availability, confirm the correct exit data and book a delivery.

9. Who will be undertaking invoicing?

Polar Speed will be issuing invoices.

10. Will there be an online portal for delivery requests and patient amendments, or will this be managed via email/phone?

There is currently no online portal available, all inquiries need to be addressed to:

Polar Speed Customer Service

Tel: 0800 7833178 - Option 4

e-mail: psd.patientqueries@nhs.net

Office Hours: Mo-Fr 08:00am - 06:00pm GMT

11. Will deliveries continue to require signatures for tracking purposes?

Yes, signatures will be required as proof of delivery, if not otherwise agreed with the patient as part of the delivery arrangements

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12. What is the relationship between Countess of Chester Framework, Avanos Medical and Polar Speed?

The Framework agreement between Vygon and Countess of Chester Trust is in the process of being novated to Avanos Medical UK Limited (replacing Vygon).

Avanos have appointed Polar Speed Distribution Limited, a UK company, as their 100% outsourced home delivery provider. Avanos and Polar Speed signed the Home Delivery Service agreement, which encompasses a flow down provision to accommodate for the relevant Countess of Chester Framework terms & conditions.

Polar Speed also requires an SLA for customers new to Polar Speed and an Appendix 10 to Polar Speed Homecare Services agreements with their existing customers. This allows Polar Speed to process customers prescriptions and provide a Home Delivery Service as foreseen by the Countess of Chester Framework agreement.

As part of the Home Delivery Service agreement, no patient data will be shared with Avanos. Patient Exit Data will be sent by customers directly to Polar Speed, who will store and handle personal data in accordance with the UK laws. Avanos' Data Protection Officer will oversee the service provided by Polar Speed. Polar Speed have also appointed their own Data Protection Officer who ensures that Polar Speed adhere to regulatory requirements and the conditions set out in Framework agreements and all related agreements, as explained above.

For any further questions you may have related to the Avanos Home Care Pharmacy Service, please reach out to Polar Speed at psd.patientqueries@nhs.net.