



# Advancing community health for over 170 years

Experience the UK's leading  
Pharmacy Delivery  
& Collection Service



# What makes us the UK's leader in healthcare logistics?

**We view delivery as an extended patient service**

Every package we transport is handled with special care because we know there's a unique individual waiting for it at the end of the journey. Our delivery should feel like an extension to the care you'd receive in a Boots store because we understand the patient behind the parcel.

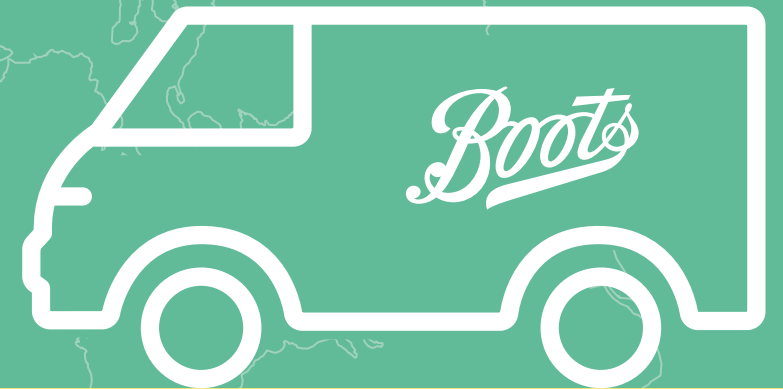
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**Boots has been a beacon of expertise for more than 170 years, in the heart of UK communities**

We're industry leading in patient care and delivery execution.

WHAT WE DO

Over  
**4 million**  
deliveries per year



No one  
covers the UK like us...

# ...with superb end-to-end quality

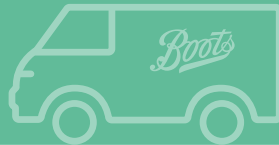
Extensive capacity and coverage...

An established  
**UK-wide network**

assuring fast and reliable local-to-local services



...with a  
**Robust, next-gen fleet...**



**600 vehicles**  
equipped with telematics driven by  
**1,300 drivers**  
trained to NVQ level 2 standard

...providing  
**Unrivalled trust and experience...**

During COVID, we helped keep the NHS moving by handling

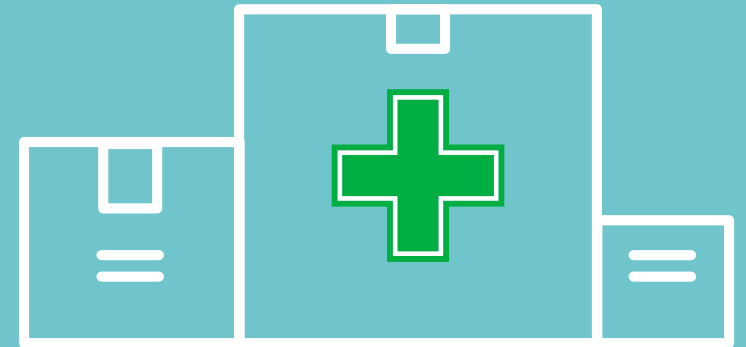
**30,000 weekly test samples**



...delivering

Outstanding delivery satisfaction rates  
**99.89% success**  
on delivery attempts within agreed time frames

Our game-changing  
line-up of services  
redefines healthcare logistics...



# ...catering to a comprehensive range of sectors

## Institutional healthcare

- Monthly, interim, and emergency medication delivery to care/residential homes
- Specialised medication delivery to prisons and detention centres

## NHS

- Deliveries to and from GP surgeries with lightning-fast same-day delivery and collection services
- NHS Trust outpatient dispensing with delivery
- Support for virtual wards

## Healthcare deliveries at home

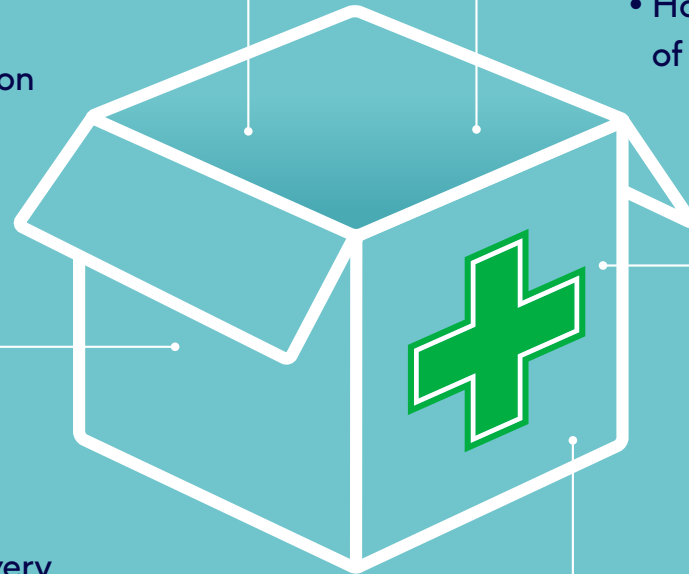
- Delivering pharmaceutical services directly to patients
- Handling and delivery of all schedules of temperature-controlled drugs

## Cold chain logistics

- Temperature-sensitive, perishable goods
- Installation of medical aids like oxygen schemes

## Life sciences

- Quick and reliable laboratory test movements



We also provide customised solutions for effective cost management – get in touch to find out more at [healthcarelogistics@boots.co.uk](mailto:healthcarelogistics@boots.co.uk)

# Our flexible delivery options

Delivery window	Next day (9am-5pm)	Evening (5.30pm-8.30pm)
Book by	6pm	5pm
Frequency	Monday–Saturday with options for Bank Holidays & Sundays	Monday–Friday
Public patient	✓	✓
Care home client	✓	✓
Surgery	✓	Get in touch to discuss a bespoke solution for your delivery needs
Hospital/prison	✓	

Client request  
made through  
online portal

Collection  
and delivery  
on next shift

+ Same-day delivery within the next 3 hours

+ Same-day prescription collection and delivery

+ Emergency deliveries within 2 hours



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# The sectors we work in

Discover more about the clients  
we work with and take a look at  
our case studies that show how  
we've helped meet their needs







**CASE STUDY** INSTITUTIONAL HEALTHCARE

# Providing care homes with streamlined healthcare deliveries

With a trusted partnership extending over 12,000 care homes, we offer a lifeline that caters to a significant 50% of the UK's demand. Versatile services, adherence to regulatory norms, and speed in urgent situations make us the first choice for care homes, fundamentally improving healthcare provision across the UK.



# Providing care homes with streamlined healthcare deliveries

With Boots Healthcare Logistics, care homes can benefit from bulk deliveries of monthly medication, helping to maintain an efficient supply system. This helps managers plan care schedules and minimise drug shortages, so patients always get their regular medication.



## Putting patients first

When new or long-term patients' medication needs to change, you can rely on our same day and next day interim service. And when patients need critical medication straight away, we also have an emergency service, making sure you can respond to their medical needs quickly.

## Keeping medication safe

Where vaccines are concerned, we can provide cold-chain transportation to preserve potency. And we can also deliver controlled drugs to fully comply with regulations.

## We can create a seamless journey from prescription to delivery

### Keeping patients safe

Disposing of medication can be a challenge, but we can help by collecting empties and unused medicines. This helps care home managers create a safe environment for patients. So care homes comply with disposal regulations and prevent potential misuse of remaining medication.

### More time for patient care

We can also help ease the pressure of collecting and returning GP prescriptions. So staff can spend less time on admin and more time on patient care.

### WE PROVIDE:

- Same day, next day and emergency delivery services
- Unused medicines safe disposal
- Cold chain drugs transportation
- Collection/return of GP prescriptions
- Electronic proofs of delivery and collection

CASE STUDY LIFE SCIENCES

# Keeping the nation moving through the pandemic

Our unique operation, specialising in healthcare logistics has made us an ideal partner for the life sciences, understanding the pivotally important role reliable logistics plays.



# Keeping the nation moving through the pandemic

The COVID-19 pandemic triggered a healthcare crisis, prompting UK's leading pharmacy, Boots, to enhance the Healthcare Logistics services. This service aimed to ensure safe access to medications for vulnerable individuals, and reduce strain on the National Health Service (NHS) by discouraging physical visits to pharmacies. We increased capacity by 35% in 7 days, showcasing our super flexible model.



## Moving at pace

Boots swiftly launched an online platform for prescriptions and advanced ordering, ensuring efficient coordination between customers and pharmacies. The company adopted stringent safety measures like contactless deliveries, and personal protective equipment (PPE) for delivery staff, complying with health authority guidelines.

## Keeping medication safe

Their collaboration with the NHS enabled prompt prescription processing and delivery, helping reduce pressures on the healthcare system. This initiative significantly benefited individuals, reducing anxiety associated with accessing medications amidst the pandemic, and helping them adhere to treatment plans without risking their health.

It also mitigated potential strain on the NHS by reducing pharmacy visits and freeing up resources for crucial healthcare services.

Boots' initiative fostered customer trust and solidified their commitment to community welfare during this crisis. The BHL service exemplifies how an organisation can rapidly adapt its services in challenging times to support societal health.

We moved 30,000 COVID-19 test samples a week from community pharmacies.

Collecting as late as 6pm and distributing to a network of labs across the UK by midnight same day, 7 days a week.

**“We understand the importance of time critical patient-sensitive movements, where failure to deliver is not an option”**



# What our customers say about us

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“ Having utilised Boots Logistics Services for the shipment of samples for analysis from stores to our Laboratory, we found Boots Logistics to be reliable and punctual for collection in store consistently throughout our campaign. Collections were transported efficiently and securely with deliveries consistently within the agreed turnaround, which was vital for the service offering. We would have confidence to use this service again in the future, a very satisfactory service from Boots. ”

Tom Moseley – Supply Chain Manager – Concepta Diagnostics

CASE STUDY NHS TRUSTS

# Revolutionising patient convenience: A partnership success story

The Royal Devon University Healthcare NHS Foundation Trust has offered an outsourced Boots outpatient pharmacy service since 2015. The set-up allows medicines to be dispensed on-site and delivered to local Boots outlets for patient convenience.





# Revolutionising patient convenience: A partnership success story



Since May 2015, the Royal Devon University Healthcare NHS Foundation Trust has partnered with Boots to operate an outpatient pharmacy in its Royal Devon & Exeter site. A key component of the contract was the resolution of off-site clinic prescriptions. This involved dispensing medicines at the main site but allowing patients to collect them from local Boots stores, negating the need for additional journeys to the hospital.

## Making life easier for everyone

Realising this plan entailed using courier services, a role capably filled by the Boots Healthcare Logistics Services (BHL). Over the years – and notably during the COVID pandemic during which remote consultation became paramount – the system has proved its worth. With many clinic locations shifting across East and Mid Devon, the coordinated effort between the Royal Devon & Exeter pharmacy team, Boots, and BHL became crucial to maximise courier runs.

## We work closely with over 25 NHS Partners all over the country

### A flexible system

The system allows for continual review and adaptation. Upon necessity, the Trust and Boots call on BHL to establish new stores or augment delivery runs. BHL's flexibility has been instrumental in this regard, amending services as needed.

## Meeting growing demands

Without BHL's delivery service to the patients' nearest Boots stores, the Trust would struggle to meet the demand for increasingly remote outpatient clinic consultations requiring prescriptions. This innovative partnership offers a responsive and adaptable model for prescription collection in a substantial geographical area, meeting the ever-evolving service needs and improving patient satisfaction.

WE SUPPORT OUR NHS PARTNERS WITH:

- Core outpatient-dispensing delivery services
- The expansion of virtual clinics
- Early patient discharge
- Offering consultation on balancing cost efficiency with patient care
- Distribution of medicines between trust sites including MHRA regulated movements

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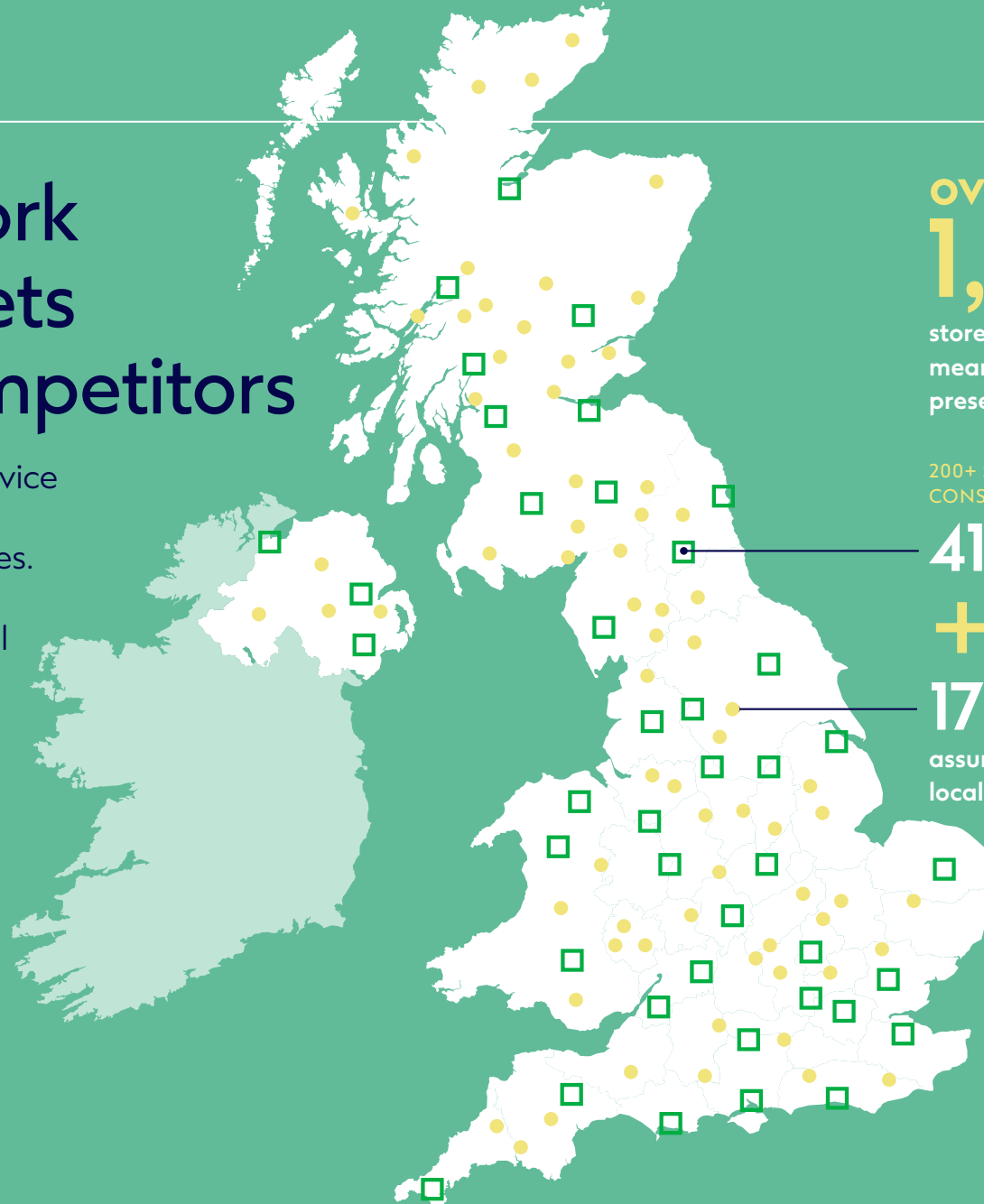


# How we provide world-class service

Discover how we stay  
at the top of our game

# A growing network that puts us streets ahead of our competitors

Established in 2010, our exceptional service has rapidly expanded to support over 1,800 Boots community pharmacies. Making use of our extensive network composed of 41 hubs and an additional 170 satellite locations\*, we have been able to provide fast and dependable local-to-local services.



over  
**1,800**

stores on the high street means we have incredible presence across the UK

200+ START LOCATIONS  
CONSISTING OF

**41 hubs**



**170 satellites**

assuring fast, reliable local-to-local services

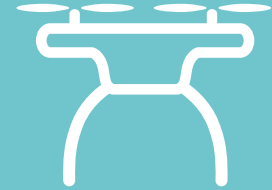
\*we also cover highlands and islands, Isle of Man, Jersey and Guernsey

# Driven by efficiency; a fleet like no other

At the heart of our operation stands our remarkable fleet. Comprising of 600 robust vehicles, each carefully navigated by our team of over 1,300 dedicated drivers – we pride ourselves on operating an expansive canvas of more than 5,000 routes weekly.

We've embraced sophisticated routing technology to not only boost delivery efficiency but also uphold our commitment to green practices.

Leveraging our advanced tracking technology, we provide clients with a thorough end-to-end audit trail and electronic proofs of every successful collection and delivery. In a world demanding swift, reliable, and transparent delivery systems, we step up as the ultimate solutions provider.



Where CAA rules permit we will be able to use drones access within the next 12 months. We also use reverse logistics, meaning we ensure that only one van makes multiple deliveries to one location, rather than several vans which aligns to our green values.

**600**  
Euro 6 vans

**5,000+**  
routes weekly

# State-of-the-art equipment that sets us up for success

We operate under stringent standard operating procedures designed by expert pharmacy professionals, which meet all regulatory requirements. Our robust IT platform enables us to provide extensive management information and meticulous invoicing detail, keeping you informed at every turn.

Using handheld devices, we capture digital proof of each step of the delivery process for absolute transparency and accountability.

Designed with efficiency and safety in mind, our delivery routes eliminate the need for overnight holding. This minimises touch points and risks such as loss and removes the need for any additional costs for packaging materials in our core delivery services. Clear patient labelling suffices, simplifying the process.

Whether it's cold chain delivery or controlled drug distribution, we are equipped and ready to meet your needs. Additionally, we offer services to collect empties and manage unused medication collections, streamlining waste and disposal management and easing your burden.



**We're always exploring  
new ways to enhance patient  
welfare and experiences**

Our in-house clinically qualified personnel that ensure best-in-class clinical governance across Boots, also have jurisdiction and creation over BHL's protocols. Meaning delivery safety and experience is an extension of our in-store one, allowing third parties the ability to leverage the best of Boots.

# Our team guarantee excellence in every delivery

Our team, composed of over 1,300 healthcare driver ambassadors, goes beyond mere delivery. Trained to healthcare NVQ Level 2 standard, each member embodies a deep understanding of our clients' diverse needs.

From orchestrating bulk monthly medication deliveries, managing full-scale, same-day and next-day logistic operations to handling emergency deliveries, our team guarantees your order arrives promptly, without exception.



**We're do more than deliver.  
We ensure reliability, punctuality  
and above all, your peace of mind**



GET IN TOUCH

From mass cold-chain deliveries to emergency medicines for critical care patients at home, our healthcare logistics service always stays true to our Boots ethos. We are **with you. For life.**

Get in touch to find out more about our services by contacting us today

[healthcarelogistics@boots.co.uk](mailto:healthcarelogistics@boots.co.uk)

