

HEAR FROM OUR CUSTOMERS

I wanted to write to you, to express my sincere gratitude for the incredible effort you put into enabling our special medication delivery. Your dedication and persistence went far beyond what anyone could reasonably expect, and it has made a meaningful difference.

Because of your commitment, we were able to ensure that the medication is safely in place for our injection clinic tomorrow. I know this required extra coordination, attention to detail, and a willingness to step in where others might not have.

Your actions reflect not only professionalism but also genuine care and compassion.

Please know how much I appreciate your support. You've set a wonderful example of teamwork and empathy.



Jennie Hariri CMgr MCMI
Ophthalmology Service Manager
Folkestone Eye Centre

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OUR GREEN PLAN

At OPS, we understand the significance of decarbonising the NHS supply chain and waste management. These are crucial if we are to become net zero by 2045 and combat climate change. To meet our sustainability targets and reduce our dependence on fossil fuels, we need to ensure all our suppliers and partners are aligned with us in this ambition, together with improving overall waste management.

The OPS Green Plan Strategy aims to enable us to:

- Reduce total carbon emissions by reducing our dependence on fossil fuels.
- Consider the environmental impact of everything we do.
- Develop a Sustainable Procurement Policy that aligns with NHS and OPS net zero ambitions.
- Support the implementation of a minimum 10% weighting on net zero and social value for all NHS tenders.
- Reduce consumption and waste by rigorously reviewing all waste streams.
- Review the NHS single-use plastics pledge and implement direct actions to meet these targets.

OUR SALES & BUSINESS IMPROVEMENT TEAM



HANNAH TAYLOR

Hannah is our Head of Business Improvements and Partnerships at OPS, responsible for identifying and onboarding new business improvement and growth opportunities to establish and strengthen OPS stakeholder partnerships.

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SAMIRA AKRAM

Samira is our Sales Account Manager, with a focus on Key Account Management, collaboration, and driving business growth. She works closely with clients to identify opportunities and deliver tailored solutions. Get in touch using the details below.

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OXFORD PHARMACY STORE



Oxford Pharmacy Store (OPS) is a wholly owned directorate of **Oxford Health NHS Foundation Trust**.

OPS is an NHS-owned specialist pharmaceutical wholesaler, dedicated to supplying private and secondary care providers across the UK.



<https://oxfordpharmacystore.co.uk/>



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GET IN TOUCH

HEALTHCARE WITH PURPOSE



As part of Oxford Health NHSFT, OPS is a specialist pharmaceutical and healthcare wholesaler with a deep-rooted NHS customer base.

By working with NHS Pharmacy Manufacturing Units and selected commercial suppliers, we offer an extensive range of quality-assured medicines at cost-effective prices.



DRIVEN BY
NHS INSIGHT
& EXPERIENCE

RELIABLE,
QUALITY
ASSURED
SUPPLY CHAIN

TAILORED FOR
COMPLEX
SECONDARY
CARE NEEDS



WHY PARTNER WITH OPS?

-  **The Ethical Loop:** Unlike traditional commercial wholesalers, at OPS, 100% of our surplus profits are reinvested into the NHS to support frontline patient care.
-  **Strategic Focus:** We work in close partnership with NHS hospitals and private healthcare providers across the UK. Last year, we delivered approximately **1,484,358** units of medicines to over **842** unique (NHS and Private) distribution points nationwide.
-  **Customer and Support:** OPS handles over **50** unique customer and client queries each day and processes more than **200** unique customer orders for next-day delivery; demonstrating our commitment to responsive, reliable, and personalised healthcare support.
-  **Medicine Shortage Management:** Driven by NHS insights, we proactively track and monitor medicine shortages, working closely with key stakeholders, while managing supply to help ensure fair and equitable distribution.
-  **Logistical Reliability:** We are trusted by our customers for maintaining a consistent same-day and next-day delivery service. Our latest performance shows that **99.8%** of orders are delivered on time, either same-day or next-day, supported by a strong network of logistics partners handling both **ambient and chilled products**.
-  **E-commerce via GHX:** We are advancing from e-ordering to implementing e-invoicing via GHX, helping to reduce manual intervention and improve efficiency for both OPS and our customers.

OUR PRODUCT PORTFOLIO

Niche and Specialist Range

We partner with over 50 suppliers to offer a diverse portfolio tailored to the complexities of secondary care, delivering solutions beyond the traditional supply chain.

Ambient, cold-chain, flammables and controlled drugs (CD). We hold over 1500 medicines and medical devices.

LICENSED

- NHS contracted medicine supply-branded & generic
- POM supply outside of NHS contracts

UNLICENSED

- NHS manufactured Specials
- Commercially manufactured unlicensed medicines

BESPOKE SERVICES

- Over labelled - ready to dispense medicines incl. Pack downs, Kits & TTO/TTA packs
- Aseptically Prepared & Dose Banded Chemotherapy preparations
- Market shortages (UL imports and off-contract supply)
- OPAT, CIVAS and Biosimilars
- Emergency antidotes
- Medical Devices