



medical  
supermarket

**This Could Be The Start  
Of A Beautiful Relationship...**



Launched in 2011, Medical Supermarket has quickly become an established online healthcare supplier specialising in GP Surgery and Care Home supplies. We believe that delivering quality products, services and solutions to our healthcare customers is an essential building block that will support our National Health Service and social care to continuously develop.

Providing a tailored online account setup enables us to deliver an easy and reliable purchasing process that is centred around our customers and supported by our outstanding level of service and expert knowledge.

Furthermore, as a trusted supplier, we only partner with market leading medical manufacturers with a reputation that your patients, residents, nurses, carers and doctors can depend on.

By visiting [www.medical-supermarket.com](http://www.medical-supermarket.com), you can register for a free account giving you access to our entire range of healthcare supplies, services and discounts ranging from cross infection control & PPE, to stationery and pharmaceuticals.



## MISSION

To Provide an Online Medical Supermarket, Making Purchasing Quality Healthcare Products & Services Easy for Primary and Social Care.



### OUTSTANDING SERVICE

- TAILORED ACCOUNT SUPPORT
- FLEXIBLE DELIVERY
- AWARD WINNING CUSTOMER SERVICE



### EXTENSIVE RANGE

- TRUSTED BRANDS
- COMPETITIVE PRICES
- QUALITY PRODUCTS



### BESPOKE ONLINE PORTAL

- COMPLETE SPEND MANAGEMENT
- CONSOLIDATED BILLING & DIRECT DEBITS
- FULLY ONLINE ACCOUNT MANAGEMENT





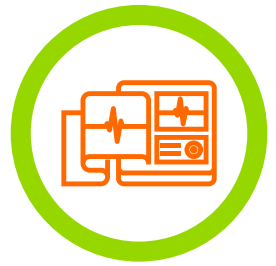
## Medical Supplies

- Medical Supplies
- Single Use Instruments
- Pharmacy
- Infection Control & PPE
- Cleaning and Facility Supplies
- Office Supplies
- Ink & Toners
- Confectionery



### EXTENSIVE RANGE

- TRUSTED BRANDS
- COMPETITIVE PRICES
- QUALITY PRODUCTS



## Medical Equipment

- Pharmacy Fridges
- Examination Couches
- Spirometers
- Medical Lights
- Diagnostic Sets
- ECG Machines
- Defibrillators
- Dopplers

## Every Day Equipment

- BP Monitors
- Stethoscopes
- Oscopes
- Weighing Scales
- Thermometers
- Ophthalmoscopes
- Finger Pulse Oximeters
- Dermatoscopes



### EXTENSIVE RANGE

- TRUSTED BRANDS
- COMPETITIVE PRICES
- QUALITY PRODUCTS



## Care Home Supplies

- PPE
- Contenance Care
- Infection Control
- Patient Care
- Cleaning Supplies
- Medical Supplies



### EXTENSIVE RANGE

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- COMPETITIVE PRICES
- QUALITY PRODUCTS



## Care Home Equipment

- Moving and Handling
- Nursing Beds
- Pressure Care
- Toilet and Bathroom
- Patient Sensors and Alarms



### EXTENSIVE RANGE

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# Our Most Popular Services

## Calibration, Repair & Servicing



020 3301 6500

sales@medical-supermarket.com

www.medical-supermarket.com

## Legionella Risk Assessment



## Energy Services



## PAT Testing



## Curtain Tracks



### Calibration, Repair & Servicing



We offer Calibration & PAT Testing with additional discounts on 2 and 3 year contracts. We can also repair and service all of your essential medical equipment.

### PAT Testing



If you just need your Portable Appliances Tested then let us know how many items are to be tested and we can arrange this at your convenience.

### Legionella Risk Assessments



These should be carried out every 2 years with an Interim Health Check in between, as well as someone on site being trained in Legionella Awareness, we can assist with it all.

### Energy Services



We can scour the market for the best rates on your Electricity, Gas and Water bills.

### Curtain Tracks



Tracks can be made to suit your requirement as well as providing the correct style and colour of curtain to match your environment.

### Fire Safety Risk Assessment



To ensure that you are in line with the Health & Safety at Work Act 1974, this should be carried out regularly, contact us to arrange your next one.

### Staffing & Recruitment

NEW



Together with Pro Nursing Healthcare we can offer an outstanding solution to staffing and recruitment needs.

### Food Service

NEW



We work with Creed - The Foodservice Company to provide an outstanding range of products, service and pricing for food offerings.

### CQC Assessment Package



We offer a complete range of assessments to ensure that your building is CQC compliant.

### Insurance



We have access to a range of Insurance products available for GP's, Care Homes, Hospitals and individuals.

### Confidential Waste Disposal



Let us know your requirements for disposal of your confidential waste; how much and how often.

### Electrical Safety Tests



Fixed Wire Electrical Safety Testing (EICR) and Emergency Lighting testing are essential to ensuring a safe building, tell us the number of circuits you have and we can quote for you.

### Energy Performance



We can offer Display Energy Certificates (DEC), Energy Performance Certificates (EPC) and Air Conditioning Inspection reports for your public building.

### Feminine Hygiene Disposal



There should be 1 sanitary bin to every 3 ladies on site and disposal should be made a minimum of every 6 weeks. We can assist to arrange this for you.

### First Aid & Emergency Training



The wide variety of First Aid and Emergency training courses provided are regulated and can be at site or at a variety of national locations.

### Health & Safety Training



We can provide a range of Health & Safety training including Fire Marshal Training, Health & Safety as well as Manual Handling.

### Photocopying & Printing Equipment & Maintenance



There are a range of Photocopying & Printing services from hardware to maintenance and support, to lease or purchase.

### Telephony



We have teamed up with healthcare communications specialists to offer great service and support for your requirements.

### Heating and Air Conditioning



We believe heating, cooling and ventilation issues are of the utmost importance in your medical working environment, contact us for a solution.



Our Customer Loyalty Team provide an outstanding service day in, day out!



## Account Management

To make purchasing easy we have a number of helpful tools...

### ✓ Online Stock Count

See in real time how much stock we have of each product.

### ✓ Order Tracking

Easily track the delivery of each order online.

### ✓ Order History

Full details of your order history, also available to download.

### ✓ Your Favourites

Create your own favourites list online.

### ✓ Reminders

Schedule a standing order, or a service reminder.

### ✓ Sourcing

Can't find what you need? Let our team know and we will source it for you.



## Live Chat

Speak to us on live chat for an instant response.



## Call

We answer our phones within 2 rings.



## Email

Receive a reply within 2 working hours.



## Fast Shipping

Get next day delivery on stocked items ordered before 4pm, Monday-Friday.



## Order Updates

Receive personalised updates if your order is delayed.



## Account Manager

A single point of contact for tailored account support.



## Awards

Our board room proudly displays awards for:

- ★ Best Healthcare Business
- ★ Excellence in Customer Service
- ★ Most Innovative Business
- ★ Best Small Business in Buckinghamshire



WINNER



## OUTSTANDING SERVICE

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Go to [www.trustpilot.com](http://www.trustpilot.com) to see our reviews



Controlling your budget, approvals and sign off limits is easy with Medical Supermarket.



## Budget Controls

See your spend in real time and set budgets using our budget control tools.



## Budget Approval

Set some or all orders to be signed off by an approved person.



Order Placed



Order Held

as the Budget has been Exceeded



Approved



Order Sent  
to Be Picked



Delivered



## Sign Off Limits

Set some or all orders to be signed off by an approved person.



Order Placed



Order Held



Email Sent  
to Approved Person  
(Based Upon Value of the Order)



Approved Person  
Signs Off the Order



Order Sent  
to Be Picked



Delivered



## BESPOKE ONLINE PORTAL

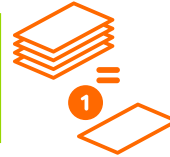
- COMPLETE SPEND MANAGEMENT
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## Tailored Billing & Management Information



### Consolidated Billing

Receive just One Tailored Bill per Month



Contact us to find out more  
[sales@medical-supermarket.com](mailto:sales@medical-supermarket.com)



### Fully Online Account Management

Favourites   Product History   Saved Baskets   My Details   Invoices & Statement   My Payments   Order History						
View Latest Statement by clicking here						
Open Invoices & Credits						
Date	Type	Number	Order Number	PO Reference	Due Date	Amount
09/Sep/20	Invoice	5154253	1219003	07/Sep/20 12:45 (pete)	09/Oct/20	£668.49 <a href="#">View</a>
16/Sep/20	Invoice	5154730	1219751	15/Sep/20 11:24 (phillip)	16/Oct/2020	£143.98 <a href="#">View</a>
16/Sep/20	Invoice	5154758	1219477	11/Sep/20 11:49 (peter)	16/Oct/2020	£619.95 <a href="#">View</a>
16/Sep/20	Invoice	5154770	1219888	16/Sep/20 13:00 (peter)	16/Oct/2020	£31.20 <a href="#">View</a>
Paid Invoices & Credits						
Dated Between <input type="text" value="01/Aug/2020"/> <input type="checkbox"/> And <input type="text" value="24/Sep/2020"/> <input type="checkbox"/>						
Date	Type	Number	Order Number	PO Reference	Due Date	Amount
02/Sep/20	Invoice	5153818	1218511	01/Sep/20 10:09 (pete)	02/Oct/20	£590.04 <a href="#">View</a>
26/Aug/20	Invoice	5153292	1218000	24/Aug/20 16:06 (peta)	25/Sep/20	£441.76 <a href="#">View</a>
26/Aug/20	Invoice	5152878	1217407	17/Aug/20 14:42 (peta)	18/Sep/20	£547.55 <a href="#">View</a>

Favourites   Product History   Saved Baskets   My Details   Invoices & Statement   My Payments   Order History							
Overdue Payments							
Due Date	Invoice Number	Order Number	PO Reference	Amount			
None							
Payment History							
Date & Time	Reference	Narrative			Credit	Debit	Balance
11/Sep/20 14:25:57	5153818	Customer Sale Settled - Customer Order 1218511.			£590.04		£513.94
11/Sep/20 14:25:57	5153292	Customer Sale Settled - Customer Order 1218000.			£441.76		£1,103.98
11/Sep/20 14:25:57	5152878	Customer Sale Settled - Customer Order 1217407.			£547.55		£1,545.74

Download Invoices, Credits and Account Statements Easily Online



### Complete Spend Management

Useful key management information including:



Spend by Site



Spend by Category



Spreadsheet  
of all orders and products purchased



### BESPOKE ONLINE PORTAL

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Make accounts payable easy  
and Pay by Direct Debit



Click the link in your 'My Account' section or Contact Us Today

This GP surgery were purchasing supplies from 4 different companies. Using their purchase history data provided upon our first visit, we reviewed their costs and identified a 21% reduction on all their supplies, saving the surgery approximately £2,900 per year without compromising quality for cost.

We later arranged a second visit to discuss the savings we could offer and provide website training to ensure staff were comfortable ordering online. This process was completed within 2 weeks and the surgery team have been using Medical Supermarket for 18 months and are delighted with the service and the savings made.



## Independent GP Surgery

The Business Manager agreed that consolidating orders through one supplier would enhance efficiency. It would also reduce administrative workload, simplify the purchasing process, provide a single point of contact for any stock queries, and maximise savings for the entire group.

We set each site up with their own account, enabling staff to order stock direct to their surgery. We then linked each account to one business group to offer consolidated monthly invoices, supported by an Excel document containing procurement information for easy finance management.

Finally, the account qualified for our Gold Prices, receiving approximately 30% discount on all their GP surgery supplies. The GP Partnership have been using Medical Supermarket for over 12 months and gave us a 5-star review, whilst recommending our service to other local surgeries.

## Multi-Site GP Partnership

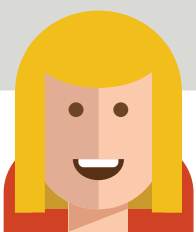


Following a short presentation at the Practice Managers forum, we separated ourselves from other companies with our unique, all-encompassing service to win the vote and become the recommended supplier for the GP Federation.

Due to the fast growth and high uptake, we upgraded the GP Federation to our Platinum prices, offering all members approximately 40% discount. We also offered an independent account review to help implement an efficient end to end service, whilst delivering maximum savings to each practice.

We also arrange a quarterly catch up with the Federation lead to discuss uptake, the level of savings provided, feedback for further improvement and other relevant talking points.

We currently supply 31/38 members and have delivered an average group saving of 26% which equates to approximately £3,700 reduction per surgery.



## GP Federation

Medical Supermarket has worked closely with us to provide a full consolidated range of equipment, medical & janitorial consumables.

Consolidated invoicing and live bespoke reports have provided full transparency to our estate at the touch of a button.

Nothing is too much trouble for the team, they continue to impress with their product and market knowledge which gives us huge confidence in our partnership for the future. they are an absolute pleasure to work with!

**Operations Director**

**Large Luxury  
Care Home Group  
(National)**



Having recently moved over to Medical Supermarket, I have to say it was a seamless transition. My carers actually commented about the overall improved product quality. Online ordering is incredibly easy and the ability to store favourites and repeat orders is a great touch. Prices are very competitive and our delivery driver even collects our empty laundry detergent containers to recycle them. A forward-thinking company that really cares!

**Owner**



**Independent  
Nursing Home  
(South West)**

Our previous supplier struggled every week to deliver to the correct building and often with the wrong products! Medical Supermarket took the time to speak with all six of our homes, mapping out a route for delivery. Their delivery driver met all the home managers on the first delivery and established a preferred area to leave the delivery. We occasionally need vital products at short notice and Medical Supermarket have been able to supply additional products the very next day. We are extremely happy that we have a supply partner that really cares and would definitely recommend them.

**Director**

**Specialist  
Care-Village  
(South)**



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**CREATE AN  
ACCOUNT**



**020 3301 6500**

**[www.medical-supermarket.com](http://www.medical-supermarket.com)**