



ADHD In Pharmacy – FAQ

Patient Volume & Referrals

Q: How many referrals can I expect each month?

You'll need to market your service locally. We can refer local patients seeking a closer face-to-face appointment.

Q: Is there a guaranteed minimum number of patients?

No. You can see as many patients as you attract.

Q: Do I need to market heavily myself?

Yes. We'll provide a few social media posts and a poster, but local marketing is your responsibility.

Q: Could nearby pharmacies dilute referrals?

We aim to keep partner sites well-spaced. Let us know your location and we'll confirm if any partner sites are nearby.

Clinical & Operational Responsibilities

Q: How long is each appointment?

Typically around 3 hours, but can vary depending on the patient.

Q: Who handles safeguarding or risk escalation?

You escalate concerns directly to Makewell clinicians, who will support you.

Q: What admin is required after each case?

You'll complete your section of the report and upload documents to our system.

Training, Compliance & Liability

Q: Is the 2-day training sufficient for conducting ADHD interviews?

Yes. It fully prepares you to conduct your part of the assessment.

Q: Do I need my own indemnity insurance?

No. You're covered under Makewell's insurance.

Q: What are my CQC obligations?

All CQC requirements sit with Makewell. You'll just need to show your pharmacy meets standard criteria before onboarding.

Q: How is patient data stored — do I need extra IT licences?

All data is managed in *Cliniko*. Your licence fee is included in the initial and annual payment.



Payments & Invoicing

Q: When will I be paid after invoicing?

Payment is made within 30 days of invoice date.

Q: Am I paid if a patient does not attend (DNA)?

No. You'll be paid once the patient attends their assessment.

Additional Questions

Q: Can we visit a partner pharmacy to see the setup?

Yes, we can arrange a visit.

Q: Is there an online option?

Yes. Interviews are conducted via video, and patients complete the QB test at home.