Register of Chinese Herbal Medicine
Approved Suppliers List

In alphabetical order:

**Avicenna Centre for Chinese Medicine**
98 The Drive
Hove
East Sussex
BN3 6GP
phone: +44 (0)1273 776 499/ +44 (0)1273 779 953
website: www.avicenna.co.uk
email: reception@avicenna.co.uk / orders@avicenna.co.uk

**Balance Healthcare Ltd**
7-10 Langston Priory Mews
Station Road
Kingham
Chipping Norton
OX7 6UP
phone: +44 1608 658862
fax: +44 1608 658816
website: www.balancehealthcare.com / www.jcm.co.uk
email: jim@balancehealthcare.com

**Herbprime Co.Ltd**
Unit 2
Fourways Trading Estate
Longbridge Road
Trafford Park
Manchester
M17 1SW
phone: +44 (0)161 877 2382 / 0800 310 1588
fax: +44 (0)161 872 1288
website: www.herbprime.com
email: info@herbprime.com / orders@herbprime.com
NB - We have five RCHM Approved Suppliers on the list. This list will be updated as new companies are approved. The most current list will always be available to view on the members area of the RCHM’s website.

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The Register of Chinese Herbal Medicine Approved Suppliers Scheme is administered and managed by the RCHM for the benefit of its members and members of the Association of Traditional Chinese Medicine.

The RCHM operates this scheme in good faith in an attempt to identify suppliers who can provide registered practitioners with herbal medicines of acceptable quality for use in their normal business of treating patients according to their professional code of practice. This scheme is for practitioner use only.

The RCHM accepts no liability for any loss, damage or injury, however caused, connected with the use of any herb or herb product included under this scheme.

Frequently asked questions:

How can I find out which products are Approved?
In order to pass the RCHM’s Approved Suppliers Scheme independent audit a supplier needs to meet the Minimum Standards for all of their products. When you see an Approved
Supplier on the current list you can rest assured that all of their herbal products are Approved.

**Do RCHM members have to use Approved Suppliers?**
The RCHM does not insist that our members use Approved Suppliers as this could be seen as an infringement of members’ rights and unfair on other companies.

However, we are told by insurance companies that RCHM members might not be insured if they receive herbs from a non bona fide supplier. The wording of the insurance policies that RCHM members are likely to be using (Sun Alliance through the BAcC or Balens through the RCHM) cannot automatically be interpreted to mean that “bona fide” refers to RCHM Approved Suppliers alone. Therefore, using products that do not come from Approved Suppliers does not necessarily mean that your insurance would fail to cover you. However, in the event of a complaint or an insurance claim against a member, the RCHM might not be able to back and support a member who had not products from an Approved Supplier. If a member decides not to use an Approved Supplier then, in the event of an insurance claim that member may well have to demonstrate that s/he did his or her own research to ascertain product quality. Thus, using non-Approved suppliers switches the onus from the RCHM to the individual practitioner.

**Can RCHM members give feedback to the RCHM and the independent auditor about Approved Suppliers?**
Yes, companies on the Approved Suppliers Scheme welcome your feedback as this is the best way to address any issues that you may have. Consequently, members are encouraged to make use of our complaints forms. When a complaint is sent to the RCHM office, two copies will be made of it. The original form will be retained in the office, one copy will be sent to the supplier and the other will be sent to an Approved Suppliers Scheme independent auditor. In this way, the auditor is aware of the problem and can review it at the next audit.

The forms can be filled out anonymously or you can identify yourself. The aim is to improve overall service and raise standards. Copies of the form can be obtained from the RCHM office.

**Whom can I contact with queries and concerns about the Approved Suppliers Scheme?**
You can contact Malika Meddings – RCHM Administrator – email: herbmed@rchm.co.uk.
For information about the training and monitoring scheme please contact Tony Harrison email: ecologhealth19@gmail.com