



Register  
of Chinese  
Herbal Medicine

## 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](http://www.avicenna.co.uk)

email: [reception@avicenna.co.uk](mailto:reception@avicenna.co.uk) / [orders@avicenna.co.uk](mailto: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](http://www.balancehealthcare.com) / [www.jcm.co.uk](http://www.jcm.co.uk)

email: [jim@balancehealthcare.com](mailto: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](http://www.herbprime.com)

email: [info@herbprime.com](mailto:info@herbprime.com) / [orders@herbprime.com](mailto:orders@herbprime.com)

### **Phoenix Medical Ltd**

Phoenix Medical Ltd  
5 Lonebarn Link  
Springfield Business Park  
Chelmsford  
CM2 5AR  
customer Care: 0800 612 8188  
switchboard: +44 (0)01245 350 822  
fax: +44 (0)1245 267 001  
website: [www.phoenixmd.co.uk](http://www.phoenixmd.co.uk)  
email: [sales@phoenixmd.co.uk](mailto:sales@phoenixmd.co.uk) / [info@phoenixmd.co.uk](mailto:info@phoenixmd.co.uk)

### **Shizhen TCM UK Ltd**

67 Ayres Road  
Manchester  
M16 9NH  
phone: 0161 209 8118  
fax: 0161 209 8116  
email: [eva.liu@shizhen.co.uk](mailto:eva.liu@shizhen.co.uk)  
website: [www.shizhen.co.uk](http://www.shizhen.co.uk)

### **Su Wen Herbs Ltd**

126 Arnesby Ave  
Sale  
Gr Manchester  
M33 2NE  
phone: 07985542656  
email: [charlie@suwenherbs.com](mailto:charlie@suwenherbs.com)  
website: [www.suwenherbs.com](http://www.suwenherbs.com)

**NB - We have six 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.**

This document was generated on 29/09/2021 and is the current working document. All previous versions should be destroyed or marked obsolete. **No other versions should be generated or distributed in accordance with Good Documentation Practice.**

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 Office Manager – email: [office@rchm.co.uk](mailto:office@rchm.co.uk). For information about the training and monitoring scheme please contact Tony Harrison email: [ecologhealth19@gmail.com](mailto:ecologhealth19@gmail.com)