

**Community Pharmacy Contractors (Scotland) Publication Scheme**  
**Produced as required by the Freedom of Information (Scotland) Act 2002**

\_\_\_\_\_ <sup>1</sup> pharmacists' publication scheme.  
This is the publication scheme for the registered pharmacists who practise together *within the practice/as a single practitioner* (delete as appropriate) at \_\_\_\_\_ <sup>1</sup> pharmacy; it is about the NHS services which the Pharmacists provide, as required under section 23 of the Freedom of Information (Scotland) Act 2002.

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**Footnotes for Pharmacists**

<sup>1</sup> Insert the name of your pharmacy here. If your trading and business names are different you should mention both names in the publication scheme.



As providers of NHS pharmaceutical services, the pharmacist/s is/are a public authority/ies under the Freedom of Information (Scotland) Act 2002 and is/are required to adopt and maintain a scheme of the information we publish. The purpose of the Act is to ensure that organisations working for the public are more open about the information they have.

This practice has regard to the public interest in the information that they make available. We are committed to openness and transparency. We are required by the FOISA to respond to requests from the public to access recorded information that we hold about our NHS services.

Some information may be withheld, including personal, confidential information about individuals that is protected by the Data Protection Act.

### **SECTION 3: PREPARING THE PUBLICATION SCHEME**

When preparing or reviewing our publication scheme, we are obliged by FOISA to have due regard to the public interest in providing access to the information that we hold which relates to:

- the services we provide;
- the costs of those services;
- the standard of those services;
- the facts that inform the important decisions we take; and
- the reasoning that informs our decisions.

This publication scheme has been based on the model publication scheme created by Community Pharmacy Scotland, and prepared in consultation with the Office of the Scottish Information Commissioner. Community Pharmacy Scotland is the organisation which represents community pharmacy owners throughout Scotland in almost every aspect of their working lives, and is the voice of these healthcare professionals north of the Border, as they deliver pharmaceutical care to the people of Scotland. Community Pharmacy Scotland was formerly the Scottish Pharmaceutical General Council (SPGC). Community Pharmacy Scotland is the recognised body, which negotiates with the Scottish Executive Health Department on behalf of all pharmacy contractors, the terms and conditions of service and their remuneration and reimbursement for the provision of NHS pharmaceutical services.

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42 Queen Street  
Edinburgh  
EH2 3NH  
[www.communitypharmacyscotland.org.uk](http://www.communitypharmacyscotland.org.uk)  
[enquiries@communitypharmacyscotland.org.uk](mailto:enquiries@communitypharmacyscotland.org.uk)  
Telephone: - 0131 467 7766

In preparing this publication scheme \_\_\_\_\_<sup>1</sup> has relayed feedback to Community Pharmacy Scotland when requested via telephone calls or when attending meetings.

### **SECTION 4: ACCESSING INFORMATION UNDER THE SCHEME**

Information available under our publication scheme will normally be available through the routes described below. Section 12 – Classes of Information provides more details on the information available under the scheme, along with additional guidance on how the information falling within each “class” may be accessed.

**Online: (if available)**

Most information listed in our publication scheme is available to download from our website. In many cases a link within *Section 12: Classes of Information* will direct you to the relevant page or document. Where no such link is present, you can use our website's search facility at \_\_\_\_\_ . If you are still having trouble finding any document listed under our scheme, then please call \_\_\_\_\_ for further assistance.

**By email:**

If the information you seek is listed in our publication scheme but is not published on our website, we can send it to you by email, wherever possible. When requesting information from us, please provide a telephone number so that we can telephone you to clarify details, if necessary.

**By phone:**

Information can also be requested from us over the telephone. Please call \_\_\_\_\_ to request information available under this scheme.

**By post:**

All information under the scheme will normally be available in paper copy form. Please address your request to:

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When writing to us to request information, please include your name and address, full details of the information or documents you would like to receive, and any fee applicable (see Section 6: Our Charging Policy for further information on fees). Please also include a telephone number so we can telephone you to clarify any details, if necessary.

**Advice and assistance:**

If you have any difficulty identifying the information you want to access, then please contact \_\_\_\_\_<sup>1</sup> who will be happy to help.

**SECTION 5: INFORMATION THAT WE MAY WITHHOLD**

All information covered by our publication scheme can either be accessed through our website (if available), or will be provided promptly following our receipt of your request.

Our aim in maintaining this publication scheme is to be as open as possible. You should note, however, that there may be limited circumstances where information will be withheld from one of the classes of information listed in Section 12 – Classes of Information. Information will only be withheld, however, where FOISA (or, in the case of environmental information, the Environmental Information (Scotland) Regulations 2004) expressly permits it.

Information may be withheld, for example, where its disclosure would breach the law of confidentiality, harm an organisation's commercial interests, or endanger the protection of the environment. Information may also be withheld if it is another person's personal information, and its release would breach the data protection legislation.

Whenever information is withheld we will inform you of this, and will set out why that information cannot be released. Even where information is withheld it may, in many cases, be possible to provide copies with the withheld information edited out.

If you wish to complain about any information which has been withheld from you, please refer to Section 10 – Complaints.

## **SECTION 6 – OUR CHARGING POLICY**

Unless otherwise stated in Section 12 – Classes of Information, all information contained within our scheme is available from us free of charge where it can be downloaded from our website or where it can be sent to you electronically by email.

[The first part of this sentence, reading – “Unless otherwise stated in Section 12 – Classes of Information” - can be removed if there are no circumstances where the authority charges for information other than under the Section 6 charging policy.]

We reserve the right to impose charges for providing information in paper copy or on computer disc. Charges will reflect the actual costs of reproduction and postage to the authority, as set out below.

In the event that a charge is to be levied, you will be advised of the charge and how it has been calculated. Information will not be provided to you until payment has been received.

### **Reproduction costs:**

Where charges are applied, photocopied information will be charged at a standard rate of 10p per A4 sheet (black and white copy) and 30p per A4 sheet (colour copy).

Computer discs will be charged at the rate of £1.00 per CD-Rom.

### **Postage cost:**

We will pass on postage charges to the requester at the cost to the authority of sending the information by first class post.

## **SECTION 7: OUR COPYRIGHT POLICY**

\_\_\_\_\_ <sup>1</sup> holds the copyright for the vast majority of information in this publication scheme. All of this information can be copied or reproduced without our formal permission, provided it is copied or reproduced accurately, is not used in a misleading context, and provided that the source of the material is identified.

The publication scheme may, however, contain information where the copyright holder is not \_\_\_\_\_ <sup>1</sup>. In most cases the copyright holder will be obvious from the documents. In cases where the copyright is unclear, however, it is the responsibility of the person accessing the information to locate and seek the permission of the copyright holder before reproducing the material or in any other way breaching the rights of the copyright holder. Wherever possible, this scheme will indicate where we do not own the copyright on documents within Section 12 – Classes of Information.

Information about Crown copyright material is available on the website of the Queens Printer for Scotland at [www.oqps.gov.uk](http://www.oqps.gov.uk). We can provide you with a copy of this information if you do not have internet access.

## **SECTION 8: OUR RECORDS MANAGEMENT AND DISPOSAL POLICY**

We have a Standard Operating Procedure for archiving and retention of our data. This is available to view on request.

The pharmacy keeps computerised patient medication records and is registered under the Data Protection Act 1998 and as such is subject to all the conditions pertaining to act.

## SECTION 9: FEEDBACK

FOISA requires that we review our publication scheme from time to time. As a result, we welcome feedback on how we can develop our scheme further. If you would like to comment on any aspect of this publication scheme, then please contact us. You may, for example wish to tell us about:

- other information that you would like to see included in the scheme;
- whether you found the scheme easy to use;
- whether you found the publication scheme useful;
- whether our staff were helpful;
- other ways in which our publication scheme can be improved.

Please send any comments or suggestions to \_\_\_\_\_

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## SECTION 10: COMPLAINTS

Our aim is to make our publication scheme as user-friendly as possible, and we hope that you can access all the information we publish with ease. If you do wish to complain about any aspect of the publication scheme, however, then please contact us, and we will try and resolve your complaint as quickly as possible. You can contact: \_\_\_\_\_

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Any complaint will be acknowledged within two working days of receipt and we will respond in full within twenty working days.

You have legal rights to access information under this scheme and a right of appeal to the Scottish Information Commissioner if you are dissatisfied with our response. These rights apply only to information requests made in writing\* or another recordable format. If you are unhappy with our responses to your request you can ask us to review it and if you are still unhappy, you can make an appeal to the Scottish Information Commissioner.

The Commissioner's website has a guide to this three step process, and he operates an enquiry service on Monday to Friday from 9:00am to 5:00pm. His office can be contacted as follows:

Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews  
Fife  
KY16 9DS

Tel: 01334 464610  
Email: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)  
Website: [www.itspublicknowledge.info](http://www.itspublicknowledge.info)

\*verbal requests for environmental information carry similar rights.

## **SECTION 11: HOW TO ACCESS INFORMATION WHICH IS NOT AVAILABLE UNDER THIS SCHEME**

If the information you are seeking is not available under this publication scheme, then you may wish to request it from us. The Freedom of Information (Scotland) Act 2002 (FOISA) provides you with a right of access to the information we hold, subject to certain exemptions. The Environmental Information (Scotland) Regulations 2004 (EIRs) separately provide a right of access to the environmental information we hold, while the Data Protection Act 1998 (DPA) provides a right of access to any personal information about you that we hold. Again, these rights are subject to certain exceptions or exemptions.

Should you wish to request a copy of any information that we hold that is not available under this scheme, please write to \_\_\_\_\_<sup>1</sup>.

### **Charges for information which is not available under the scheme:**

The charges for information which is available under this scheme are set out under section 6 – Our Charging Policy. If you submit a request to us for information which is not available under the scheme the charges will be based on the following calculations:

#### **General information requests:**

The charge will be at cost price.

We are not obliged to respond to requests which will cost us over £600 to process.

In calculating any fee, staff time will be calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.

We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for locating, retrieving and providing information to you.

In the event that we decide to impose a charge we will issue you with notification of the charge (a fees notice) and how it has been calculated. You will have three months from the date of issue of the fees notice in which to decide whether to pay the charge. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

#### **Charges for environmental information:**

We do not charge for the time to determine whether we hold the information requested, nor for the time it takes to decide whether the information can be released. Charges may be made for providing information to you e.g. photocopying and postage.

In the event that we decide to impose a charge we will issue you with notification of the charge and how it has been calculated. The information will be provided to you on payment of the charge. If you decide not to proceed with the request there will be no charge to you.

- Charges are calculated on the basis of the actual cost to the authority of providing the information.
- Photocopying is charged at 10p per A4 sheet for black and white copying, 30p per A4 sheet for colour copying.
- Postage is charged at actual rate for first class mail.
- Staff time is calculated at actual cost per staff member hourly salary rate to a maximum of £15 per person per hour.

#### **Requests for your own personal data**

Our charging policy for your own personal data is:

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## SECTION 12: CLASSES OF INFORMATION

### 1. Who we are

#### Details of the pharmacy, organisational structures, key personnel and how we fit into the NHS

The \_\_\_\_\_<sup>4</sup> Health Board has made arrangements with the \_\_\_\_\_<sup>1</sup> pharmacy for the provision of pharmaceutical services under section 27 of the National Health Service (Scotland) Act 1978. The Pharmacy is contracted to provide a range of NHS services (listed under Section 2 below).

#### Key Personnel:

Name

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The Pharmacy Superintendent/owner is \_\_\_\_\_<sup>6</sup>. The pharmacy may also employ locum pharmacists.

Some information may be withheld, including personal, confidential information about individuals that is protected by the Data Protection Act.

### 2. Our services

The range of services that we provide under contract to the \_\_\_\_\_<sup>4</sup> NHS Board includes:<sup>7</sup>

Our core services are: -

Acute Medication Service (AMS)

Minor Ailment Service (MAS)

Public Health Service (PHS) which includes Smoking Cessation and Sexual Health Service (Emergency Hormonal Contraception (EHC) and Chlamydia Testing)

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<sup>4</sup> You can put the name of the Health Board or give the contact name or number of where this information could be obtained (eg multiples may wish to add a statement along the lines of the following 'for a full list of the Health Board's we contract with contact...').

<sup>5</sup> List the names and job titles of all the pharmacists and other key personnel such as dispensing technicians if you wish. List whether they are full or part time. Alternatively, companies adopting this scheme could state that this information is available from each store directly, and state where the contact details for each store can be obtained.

<sup>6</sup> Insert name of the Pharmacy Superintendent or owner if not a body corporate.

<sup>7</sup> List all NHS funded services here – refer to guidance notes.

We also provide the following services without NHS remuneration:<sup>8</sup>

### 3. Standards of Service

Every pharmacist must comply with the legal requirements on the sale and supply of medicinal products and comply with the professional standards set down in Medicines, Ethics and Practice published by the Royal Pharmaceutical Society of Great Britain. For some services pharmacists and staff are required to attend training courses and sign service agreements with the NHS board.

It is a requirement that we have a practice leaflet available detailing all our services. This is available from \_\_\_\_\_<sup>1</sup>.

Our inclusion on the List of the \_\_\_\_\_<sup>5</sup> NHS Board is subject to Terms of Service. The Terms of Service for Pharmacists can be obtained from \_\_\_\_\_<sup>5</sup> Board.

The pharmacy keeps computerised patient medication records and is registered under the Data Protection Act.

The address of the pharmacy premises from which the \_\_\_\_\_<sup>1</sup> pharmacy has undertaken to provide NHS services is:<sup>9</sup>

Our opening hours are:<sup>10</sup>

### 4. Financial and funding information

#### Funding details and charging policies

From 1st April 2011 prescription charges in Scotland were abolished. Patients who present a Scottish, Welsh, Northern Irish or Isle of Man prescription form will not pay a prescription charge. Patients who

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<sup>8</sup> List all services provided without NHS funding – refer to guidance notes.

<sup>9</sup> Insert the address of your pharmacy or for multiples, explain who to contact for a list of your pharmacies' addresses.

<sup>10</sup> Insert your opening hours here or explain who to contact to obtain details of your opening hours. Again, multiples may wish to include a statement that standard opening hours are ..... but vary from branch to branch.

present an English prescription form will pay the current English prescription charge<sup>11</sup>. Patients who present an English prescription but who are exempt under one of the exemption categories, have a prepayment certificate or have an Entitlement Card will not pay a charge<sup>12</sup>.

The prescription charge is a tax paid directly to the NHS. It is not received by the pharmacist and does not form part of any remuneration to the pharmacy for NHS pharmaceutical services. The average ingredient cost of a dispensed item is £10.80 and pharmacies who are not in transition receive a dispensing fee for medicines of 95.2 pence per item plus a monthly professional allowance payment which ranges from £575 to £1575 depending on the number of prescriptions dispensed. (Figures correct March 2004). For pharmacies that are in transition the sum of all fees and allowances for a year is split and paid in 12 equal monthly payments. Further information on the cost of drugs and appliances can be found in the Drug Tariff, available from The Common Services Agency. The Information & Statistics Department of the Common Services Agency ([www.show.scot.nhs.uk](http://www.show.scot.nhs.uk)) (Gyle Square, 1 South Gyle Crescent, Edinburgh, EH12 9EB) produces the Drug Tariff quarterly and quarterly updates of Part 7 (drug prices) are published by Community Pharmacy Scotland (42 Queen Street, Edinburgh, EH2 3NH).

Some information in this class may not be released because it is confidential or commercial information or its release may be substantially prejudicial to the conduct of the pharmacy's affairs.

## **5. Information about Policies, prescribing and prescriptions**

### **Protocols in relation to prescribing protocols and standard operating procedures relating to the dispensing of prescriptions, data protection**

We have protocols and standard operating procedures relating to dispensing of prescriptions.<sup>13</sup>

Copies are available from: \_\_\_\_\_<sup>2</sup>

We are registered under the Data Protection Act and abide by the Data Protection Act principles.

## **6. Regular publications and Public Health information.**

### **Guidance and Information Leaflets**

As part of our core PHS service we are required to display a range of health education leaflets.

We occasionally receive other information from the NHS Board which we make available to the public.

In addition there is a range of leaflets and booklets distributed by \_\_\_\_\_<sup>1</sup>.

These are published by a variety of sources.

## **7. Complaints: policies, procedures and contacts for complaints**

<sup>11</sup> The English Prescription Charge is £7.40 from 1 April 2011. This is subject to change every year.

<sup>12</sup> Patients living in Scotland registered with a GP in England will have an Entitlement Card.

<sup>13</sup> Written Standard Operating Procedures (SOPs) covering the dispensing process must be in place in pharmacies by January 2005. If you do not yet have SOPs in place, add information here to explain when they will be available in your pharmacy.

## Policies, procedures and contacts for complaints

The complaints policy about NHS services provided by the \_\_\_\_\_<sup>1</sup> pharmacy is<sup>14</sup>:

If you wish to make a complaint contact \_\_\_\_\_<sup>2</sup>. The complaints policy is in line with the Pharmaceutical Services Regulations and the NHS Complaints Policy. If you cannot resolve the problem or if you prefer not to raise the complaint with the pharmacy directly you may contact the \_\_\_\_\_<sup>5</sup> NHS Board.

## Useful resources

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### Web sites:

[www.itspublicknowledge.info](http://www.itspublicknowledge.info)

This is the Scottish Information Commissioner's website

[www.show.scot.nhs.uk](http://www.show.scot.nhs.uk)

This is the NHS Scotland website.<sup>15</sup>

### Copyright

Material available through this publication scheme is subject to the pharmacy's copyright unless otherwise indicated. Unless expressly indicated to the contrary, it may be reproduced free of charge in any format or medium provided it is done so accurately in a manner which will not mislead. Where items are re published or copied to others, you must identify the source and acknowledge copyright status. This permit does not extend to third party material, accessed through the scheme. For HMSO Guidance Notes see [www.hmso.gov.uk/guides.htm](http://www.hmso.gov.uk/guides.htm)

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<sup>14</sup> State your complaints policy here (only relating to the NHS part of your business) and from whom a copy of the policy is available. Your complaints policy can be found on your practice leaflet.

<sup>15</sup> You may wish to add other resources you think would be appropriate such as local organisations and NHS Board details.