

Freedom of Information Model Publication Scheme for Community Pharmacy Contractors Scotland

Welcome to the _____¹ 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 _____¹ pharmacy; it is about the NHS services which the Pharmacists provide, as required under section 23 of the Freedom of Information (Scotland) Act 2002.

Introduction

Under Section 23 of the Freedom of Information (Scotland) Act 2002 (the Act), Community Pharmacy Contractors must adopt and maintain a publication scheme setting out the information they routinely make publicly available.

This publication scheme is a complete guide to the information routinely made available to the public by the _____¹ pharmacists. Our scheme has been approved by the Scottish Information Commissioner, who is responsible for the enforcement of the Act. In addition we have to review the scheme from time to time. In adopting (or Reviewing) our publication scheme, we are required to have regard to the public interest in:

- allowing public access to information we hold; and
- the publication of reasons for the decisions we make.

In preparing this scheme we have taken account of the questions we are routinely asked by members of the public.

How much does it cost?

The publications are all free unless otherwise indicated within each class (with the £ symbol). (Where information is provided at a cost, the charges will be calculated as set out in "Cost of Information").

How is the information made available?

The information within each class _____² is available in hard copy from _____² (the information is also downloadable from the pharmacy web site) *delete if inapplicable*

Who has responsibility of the Scheme?

The person with day to day responsibility for the scheme is _____³

The person with overall responsibility for the scheme (if different from above) is _____

Your rights to information

Footnotes for Pharmacists

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

² Insert a contact name and details here. Job titles (ie the pharmacy manager or the pharmacy superintendent) can be used throughout the publication scheme, however there must be at least one named contact included.

³ Insert a contact name and details here. Contact details should include postal address and e.mail .

The Freedom of Information (Scotland) Act 2002 recognises that members of the public have the right to know how public services are organised and run, how much they cost and how the decisions are made.

From January 1st 2005 it will oblige community pharmacists to respond to requests about information that they hold about NHS Pharmaceutical Services, and is recorded in any format and it will create a right of access to that information. These rights are subject to certain exemptions listed in the Act.

New environmental information regulations will be introduced in January 2005. These will enable similar access to environmental information as under the Freedom of Information (Scotland) Act 2002.

Under the Data Protection Act 1998, you are also entitled to access your patient medication records or any other personal information held about you and you can contact _____² to do this.

Feedback

If you have any comments about the operation of the Publication Scheme, or how we have dealt with your request for information from the Scheme, please write to: _____².

If we are unable to resolve any complaint, you can complain to the Scottish Information Commissioner who oversees the Act and whose contact details are below. From 1 January 2005, when the general right of access comes into force, there will be a formal appeal mechanism when information is withheld. Further details on this will be available on the Commissioner's website at www.itspublicknowledge.info before this date. The contact details for the Information Commissioner are:

Kevin Dunion, Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife, KY16 9DS Tel: 01334 464610 e.mail enquiries@itspublicknowledge.info

Classes of Information

All information at the _____¹ pharmacy is held, retained and destroyed in accordance with NHS guidelines.* Our commitment to publish information excludes any information which can be legitimately withheld under the exemptions set out in the Freedom of Information (Scotland) Act 2002.

Archived copies of documents which are no longer accessible or available on the web will not be available under this scheme. Requests for this information, however, can be made from January 2005 under section 1 of the Act.

This applies to all Classes within the publication scheme. The information in this Scheme is grouped into the following classes:

1. Who we are

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

The _____⁵ Health Board has made arrangements with the _____¹ pharmacy for the provision of pharmaceutical services under section 27 of the National Health Service (Scotland)

Footnotes for Pharmacists

* Pharmacists must comply with the guidelines for management of PMRs published in Medicines, Ethics & Practice.

⁵ 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...').

Act 1978. The Pharmacy is contracted to provide a range of NHS services (listed under Section 2 below).

Key Personnel:

Name

⁶

The Pharmacy Superintendent/owner is _____⁷.

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 _____⁵ NHS Board includes:⁸

We also provide the following services without NHS remuneration:⁹

Footnotes for Pharmacists

⁶ 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.

⁷ Insert name of the Pharmacy Superintendent or owner if not a body corporate.

⁸ List all NHS funded services here – refer to guidance notes.

⁹ List all services provided without NHS funding – refer to guidance notes.

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 of the professional allowance that we receive from the NHS Board that we have a practice leaflet available detailing all our services. This is available from _____¹.

Our inclusion on the List of the _____⁵ NHS Board is subject to Terms of Service. The Terms of Service for Pharmacists can be obtained from _____⁵ 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 _____¹ pharmacy has undertaken to provide NHS services is:¹⁰

Our opening hours are:¹¹

3. Financial and funding information

Funding details and charging policies

Footnotes for Pharmacists

¹⁰ Insert the address of your pharmacy or for multiples, explain who to contact for a list of your pharmacies' addresses.

¹¹ 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.

The prescription charge from 1st April 2004 is £6.40.¹² Some patients can get free prescriptions under certain circumstances – please ask for leaflet HC11. Anyone who has to pay and gets more than 5 prescription items in 4 months, or 14 in 12 months, could save money with a prepayment certificate (PPC). You can buy them from most pharmacies. You can also apply by post – please ask for application form EC95

A 4-month prepayment certificate costs £33.40 and a 12-month prepayment certificate costs £91.80. These charges are set annually by the Scottish Executive (see www.scot.gov.uk for the latest figures).

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 receive a dispensing fee for medicines of 95.20 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). 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) (Gyle Square, 1 South Gyle Crescent, Edinburgh, EH12 9EB) produces the Drug Tariff quarterly and monthly updates of Part 7 (drug prices) are published by the Scottish Pharmaceutical General Council (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.

4. 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.¹³

Copies are available from: _____ 2

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

5. Regular publications and Public Health information.

Guidance and Information Leaflets

In order to qualify for the professional allowance we receive from _____⁵ NHS Board, we are required to display a range of health education leaflets.

¹² This information will need amending annually.

Footnotes for Pharmacists

¹³ 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.

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 _____¹ These are published by a variety of sources.

6. Complaints : policies, procedures and contacts for complaints

Policies, procedures and contacts for complaints

The complaints policy about NHS services provided by the _____¹ pharmacy is¹⁴:

If you wish to make a complaint contact _____². 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 _____⁵ NHS Board.

Cost of Information

Some information is available free, but for others there may be a charge. The charges will vary according to how information is made available. Charges are as follows:

- (a) Via the pharmacy's website – free of charge, although any charges for Internet Service Provider and personal printing costs would have to be met by the individual (*delete this section if inapplicable*)
For those without internet access, a single printout as on the website would be available by post from _____^{insert contact address} or by personal application at the pharmacy.
Cost _____ per page
Multiple printouts/copies of documents will not be available. We will not provide printouts of other organisations websites.
- (b) Leaflets and brochures – free of charge for leaflets and books on, for example, services we offer to the public. A list of these is available from _____².
- (c) “Glossy” or other bound paper copies, or in some cases a CD ROM, video or other mediums, are for charge as in our publication lists from _____².
- (d) e-mail will be free of charge

Useful resources

Web sites:

www.itspublicknowledge.info

This is the Scottish Information Commissioner's website

www.show.scot.nhs.uk

¹⁴ 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.

This is the NHS Scotland website.¹⁵

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

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