

## **Guide to Information provided by pharmacists under the model publication scheme**

Under the Freedom of Information Act 2000 all public authorities are required to have and operate a publication scheme approved by the Information Commissioner. Those providing pharmaceutical services under contract to the NHS in England, Wales and Northern Ireland are public authorities in respect of information relating to those services.

It is the intention of the Information Commissioner that all public authorities should adopt and operate the one model scheme that has been approved. This is a very general scheme based on the principle that all public authorities need to recognize the public interest in the transparency of the services provided for and paid for by the general public. It is a commitment to make information easily available to the public.

**Note: The scheme is only for information held as a public authority and does not include any information that is held for other purposes or would be exempt from release.**

The scheme requires three documents to be considered:

- the model scheme itself;
- our guidance on adopting and operating the scheme; and,
- a guide provided by the public authority indicating what information will be provided, how it will be provided and whether any charge will be made for its provision.

To assist pharmacists we have produced the outline of a guide for their use. They should consider expanding elements of it to provide greater explanation and additional information where this can be done. For example, if there are specific plans for the provision of NHS services, these could be detailed. It is not necessary to submit the guide completed by the firm or practice for approval.

We recognize that it is unlikely that pharmacists are going to have registers available for public inspection and while this remains the case “None Held” can be entered in this section. Under policies and procedures we have listed the policies we would expect pharmacists to have. Again if this is not the case, “Not held” can be entered in the relevant part. Any additional policies should also be listed.

Fees should be requested only where this is done in accordance with our guidance.

**Information available from Midcounties Co-operative Pharmacy ( registered as West Midlands CO-op Chemists LTD) under the Freedom of Information Act model publication scheme**

Information covered by this scheme is only about the pharmaceutical services we provide under contract to the National Health Service.

<b>Information to be published</b>	<b>How the information can be obtained</b> (eg hard copy, website)	<b>Cost</b>
<p><b>Class1 - Who we are and what we do</b> (Organisational information, structures, locations and contacts) We have 43 pharmacies across the West Midlands, Worcestershire, Oxford, Swindon, Oxfordshire and Gloucester areas, offering our customers and members a genuinely local service that goes beyond just dispensing prescriptions and other medicines.</p> <p>Our commitment to our local communities' means we can offer more care and help on local and national health issues. This includes visiting local schools with our Healthy Hound campaign to help inform children of all ages of the benefits of eating healthily and making the right food choices.</p> <p>Most of our branches are managed by employee pharmacists but a small number may from time to time be professionally managed by a self employed locum.</p>	<p>Midcounties Co-op website <a href="http://www.midcounties.coop/our-services-to-you/pharmacy">http://www.midcounties.coop/our-services-to-you/pharmacy</a></p> <p>Also available from any of our branches in their practice leaflet.</p> <p>To obtain branch specific information please contact our Superintendent Pharmacist, Mr</p>	Free

<p>Most of our branches have NVQ qualified dispensers in place to support the pharmacist.</p>	<p>Adrian Wilkinson at</p> <p>The Co-operative Pharmacy PO Box 8 10 Hatherton Rd Walsall WS1 1JH.</p>	
<p><b>Company or pharmacy background</b> Our mission statement is 'to be a successful consumer co-operative working towards creating a better, fairer world and to enhance the lives of our colleagues, members, customers, and the communities we serve'. In real terms this means that we are an ambitious business which sticks closely to our values and principles to ensure that everything we do profits our members and the wider community.</p> <p>The Midcounties Co-operative is the second largest independent co-operative in the UK with a turnover of £712 million. We trade in Oxfordshire, Gloucestershire, Wiltshire, Berkshire, Shropshire,</p>	<p>Midcounties co-op website</p>	

Worcestershire, Staffordshire and the West Midlands.

The co-op has over 7,000 colleagues spread across around 450 sites working in seven different trading areas. These businesses are:

- Food Stores, which include convenience stores and supermarkets
- Travel
- Pharmacy
- Funeralcare
- Childcare
- Motors
- Post Office
- News Express
- Domains

Please see the [Our Services to you](#) section for more information.

We have over 300,000 members who enjoy a share in our profits, as well as knowing they are funding ethical activities and initiatives locally and around the world.

Membership is open to everyone and has a wide range of benefits - so why not [join us?](#)

<p>Contact details for the pharmacy (named contacts where possible with telephone number and email address (if used))</p> <p>Pharmacy Office  The Co-operative Pharmacy  PO Box 8  10 Hatherton Rd  Walsall  WS1 1JH.  01922 659262</p>	<p>Contact Pharmacy Office for branch specific information</p>	
<p>Details of those providing NHS funded services in the firm or pharmacy</p> <p>All 43 branches provide a combination of NHS services a summary of which can be found in section7 .</p>	<p>Contact Pharmacy Office for branch specific information</p>	
<p>Opening hours</p> <p>We have a wide range of opening hours across the estate with the majority open Monday to Friday 9-6.</p> <p>We have several branches that trade much longer hours eg 8-10 Monday to Friday , 9-8 Saturday and 10-4 Sunday.</p>	<p>Contact Pharmacy Office for branch specific information</p>	

<p><b>Class 2 – What we spend and how we spend it</b>  (Financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit)</p> <p>There are a number of sources of information that relate to the finding of our NHS Pharmaceutical Services . These are included as links in the column the right and include</p> <ol style="list-style-type: none"> <li>1. a link to the PSNC website which explains how community pharmacy in England and Wales is funded.</li> <li>2. a link to the NHS prescription pricing division including a link to the Drug Tariff</li> <li>3. Details of how to source help with health costs</li> </ol>	<p><a href="http://www.psnc.org.uk/pages/introduction.html">http://www.psnc.org.uk/pages/introduction.html</a></p> <p><a href="http://www.nhsbsa.nhs.uk/prescriptions">http://www.nhsbsa.nhs.uk/prescriptions</a></p> <p><a href="http://www.nhsbsa.nhs.uk/792.aspx">http://www.nhsbsa.nhs.uk/792.aspx</a></p>	
<p><b>Class 3 – What our priorities are and how we are doing</b>  (Strategies and plans, performance indicators, audits, inspections and reviews)</p> <p>All our branches receive a visit by the PCT in line with the National Pharmacy Contract .</p> <p>We are also contractually obliged to undertake a Customer Survey and analyse the results on an annual basis.</p>	<p>By contacting our Pharmacy Office we can either inform you of the results of our latest PCT Pharmacy Contract Monitoring visit or we could direct you to the relevant PCT to deal with directly.</p>	

<p>Every 36 months the Royal Pharmaceutical Society of GB undertakes a branch audit</p>	<p>Contact Pharmacy Office for copies of these audits.</p>	
<p><b>Class 4 – How we make decisions</b> (Decision making processes and records of decisions)</p> <p>Not held</p>		
<p><b>Class 5 – Our policies and procedures</b> (Current written protocols, policies and procedures for delivering our services and responsibilities)</p> <p>Standard Operating Procedures for all</p> <ul style="list-style-type: none"> <li>• aspects of the dispensing process</li> <li>• handling patient returned medicines</li> <li>• handling complaints</li> <li>• undertaking Medicines Use Reviews</li> <li>• maintaining confidentiality</li> <li>• handling controlled drugs</li> <li>• Health and Safety</li> <li>• Diversity</li> </ul>	<p>Please contact Pharmacy Office for more information.</p>	
<p><b>Class 6 – Lists and Registers</b></p>		

<p>Currently maintained lists and registers only</p> <p>Not held</p>		
<p><b>Class 7 – The services we offer</b></p> <p>Please note that all the services below are not offered in all locations</p> <ul style="list-style-type: none"> <li>• Dispensing NHS items</li> <li>• Smoking cessation</li> <li>• Supply of emergency hormonal contraception</li> <li>• Weight management</li> <li>• Needle exchange</li> <li>• Minor ailment schemes</li> <li>• Holding Patient Medication Records</li> <li>• Prescription collection and delivery</li> <li>• Services to care homes</li> <li>• PGDs</li> <li>• Supervised consumption services</li> </ul> <p>We also have a branch specific practice leaflet which includes the following detail</p>	<p>Contact Pharmacy Office for branch specific details and leaflets.</p>	

1. Name, address and telephone number of the pharmacy;
2. If owned by a company based elsewhere, the contact details for their head office;
3. Opening hours;
4. List or description of NHS services available at the pharmacy (including Advanced, but not necessarily Enhanced services);
5. Access arrangements for disabled customers;
6. NHS direct details as follows:  
"When the pharmacy is closed, health advice and information, including details of other local health services, is available round the clock from NHS Direct. You can use:
  - NHS Direct online at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)
  - NHS Direct Interactive on digital TV
  - The NHS Direct telephone service. Call 0845 4647";
7. Notice that the pharmacy is not obliged to serve violent or abusive customers;
8. Notice that the pharmacy complies with the Data Protection Act and the NHS code on

confidentiality;

9. Detail of how to find out more about services offered, comment on those services, or make a complaint;

10. Contact details of the local PCT; and

11. The leaflet may, under a separate heading "Other services we provide", refer to healthcare-related non-NHS services provided by the pharmacy.

The leaflet must be printed using a plain font in minimum size 12 pt (the minimum size recommended by the Royal National Institute for the Blind), with sufficient contrast between print and background colour.

The leaflet must be branded with the NHS logo and the pharmacy descriptor line "Providing NHS Services" in the bottom right hand corner on the first page. The NHS logo must, as a registered trademark, be used in accordance with the NHS identity guidelines for pharmacies, available [here](#).

