

# **JOHN BELL & CROYDEN LIMITED**

## **Freedom of Information Act 2000**

### **Publication Scheme Guide to Information – 3<sup>rd</sup> March 2011**

Welcome to the John Bell & Croyden Limited Publication Scheme Guide to Information which is made under the Freedom of Information Act 2000 ("the Act"). This is the Guide to Information for the registered pharmacists who practice at any pharmacy operated by us ("John Bell & Croyden"). It relates to the NHS services which the pharmacists provide.

#### **NOTE**

**This Guide to Information is only for information held by John Bell & Croyden as a public authority and does not include any information that is held for other purposes or would be exempt from release.**

#### **Introduction**

This Guide is a complete guide to the information routinely made available to the public by John Bell & Croyden. It is a description of the Classes of information about our pharmacists and pharmacy which we make publicly available. It will be reviewed at regular intervals and we will monitor its effectiveness.

#### **How much does it cost to obtain copies of the information?**

Information set out in each Class is available to you free of charge unless otherwise indicated within the relevant Class or in the general circumstances referred to in Class 9 below. Where information is provided at a cost, the charges will be calculated as set out in Class 9 below.

#### **How is the information made available?**

The information within each Class is available from at least one of the following sources:-

- (a) in paper form from our pharmacy; or

- (b) in paper form on request from the Pharmacy Superintendent at John Bell & Croyden Limited, 50-54 Wigmore Street, London, W1U 2AU; or
- (c) by downloading it from, or making an email request via, the John Bell & Croyden website: [www.johnbellcroyden.co.uk](http://www.johnbellcroyden.co.uk) .

The details of how we make the information in each Class available are set out in the description of each Class below.

If, when you make a request, you can be as specific as possible about the information you are seeking, it will help us to identify and provide you with what you are looking for.

### **Your rights to information**

In addition to accessing the information identified in this Guide, you are entitled to request information about John Bell & Croyden under the NHS Openness Code 1995.

The Act 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.

The Act obliges John Bell & Croyden to respond to requests about information that it holds (in any format) about NHS Pharmaceutical Services, and creates a right of access to that information. These rights are subject to some exemptions which have to be taken into consideration before we decide what information we can release.

New environmental information regulations enable similar access to environmental information as under the Freedom of Information Act 2000.

Under the Data Protection Act 1998, you are also entitled (subject to certain exemptions set out in that Act) to access your patient medication records and any other personal information held about you and you can contact the Superintendent Pharmacist in writing at John Bell & Croyden Limited, 50-54 Wigmore Street, London, W1U 2AU to do this. There will be a charge of £10 for providing you with this information.

### **Feedback**

If you have any comments about the operation of the Publication Scheme - Guide to Information, or the way in which we have dealt with your request for information, please write to the Superintendent Pharmacist at John Bell & Croyden Limited, 50-54 Wigmore Street, London, W1U 2AU.

## Classes of Information

All the information held at our 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 any of the exemptions set out in the NHS Openness code or the Act. If a Class includes information which is, or may be, exempt from publication under the Act, or any other legislation, you will not be provided with that information. These exemptions include, for example, information which cannot be disclosed:

- (a) for health and safety reasons;
- (b) under the Data Protection Act 1998;
- (c) because we have an obligation of confidentiality to any person in respect of that information; or
- (d) because its disclosure is likely to prejudice the commercial interests of any person.

This applies to all Classes within this Guide.

The information in this Guide is grouped into the following broad categories:

### **Class 1: Who we are and what we do**

John Bell & Croyden is a private limited company and is part of the Admenta UK Plc group of companies. Details about the organisation can be found free of charge at <http://www.lloydspharmacy.com>.

John Bell & Croyden has entered into contractual obligations with Primary Care Organisations ("**PCOs**") throughout England, Wales and Northern Ireland for the provision of pharmaceutical services under section 41 of the Health Act 1977. Lloydspharmacy is contracted to provide a range of NHS services and a full list of these appears in Class 2.

Our pharmacists all work under the direction of our Superintendent Pharmacist. The following information is available in relation to our pharmacy on request in writing to the Superintendent Pharmacist at John Bell & Croyden Limited, 50-54 Wigmore Street, London, W1U 2AU:

- the job title or full name of each of our registered Pharmacist(s) at the pharmacy who is on the Statutory List of the relevant PCO, together with their details which appear on that Statutory List
- the job title or full name of any other key personnel at the pharmacy
- the organisational structure of the pharmacy
- the details of whether each individual is full-time or part-time

Our pharmacy may also employ locum pharmacists from time to time.

The complete list of persons who undertake to provide pharmaceutical services to the NHS in a particular area can be obtained from the relevant PCO. Details of the specific PCO to which our pharmacy is contracted are available on request in writing from the Superintendent Pharmacist at John Bell & Croyden Limited, 50-54 Wigmore Street, London, W1U 2AU.

Some information may be withheld, including any information which is confidential, or which is Classed as personal data under the Data Protection Act 1998.

## **Class 2: Our services**

Our pharmacy provides some or all of the services listed below under contract to some or all PCO's:

### (a) NHS funded services

- dispensing of drugs, medicines and Drug Tariff listed appliances
- patient medication records
- provision of oxygen
- repeat prescriptions
- services to care homes
- syringe and needle exchange schemes
- minor ailments schemes
- repeat dispensing schemes
- Patient Group Directions ("PGD") (e.g. Emergency Hormonal Contraception)
- supervised drug misuse schemes
- out of hours services
- smoking cessation
- disposal of unwanted medicines

(b) Non NHS funded services

Our pharmacy also provides some or all of the following services for which there is no NHS remuneration:

- advice from the pharmacist
- prescription collection and or delivery service
- emergency supplies
- smoking cessation support
- dispensing of private and veterinary prescriptions
- provision of emergency hormonal contraception (if not supplied on a PGD)
- diabetes screening
- blood pressure monitoring
- food intolerance testing
- cholesterol testing
- weight management
- lifestyle advice

Our pharmacy has a practice leaflet which sets out details of which of the services listed above are available at the pharmacy, together with further details about those services. This is one of the requirements of the PCOs in relation to the practice allowance which they pay to us. Copies of the practice leaflet for the pharmacy are available on request in person at the pharmacy.

The inclusion of our pharmacy in the Pharmaceutical List of the relevant PCO is subject to our compliance with Terms of Service. The Terms of Service for Chemists in relation to our pharmacy can be obtained from the relevant PCO, or in writing from the Superintendent Pharmacist at John Bell & Croyden, 50-54 Wigmore Street, London, W1U 2AU. We may make a charge for providing copies of Terms of Service. The amount of the charge will be indicated to you at the time of your request.

Our computerised and handwritten patient medication records are covered by our Data Protection Policy Statement, which sets out the manner in which we will process personal data under the Data Protection Act 1998. This document is available from the Superintendent Pharmacist at John Bell & Croyden Limited, 50-54 Wigmore Street, London, W1U 2AU on written request.

The address and opening times of our pharmacy can be obtained either from the John Bell & Croyden website, [www.johnbellcroyden.co.uk](http://www.johnbellcroyden.co.uk) or on written request from the Superintendent Pharmacist at John Bell & Croyden Limited, 50-54 Wigmore Street, London, W1U 2AU.

### **Class 3: Financial and funding information**

Our latest audited annual accounts are available from the public register at Companies House.

Details of prescription charges are available on request at our pharmacy.

Certain patients are exempt from prescription charges under certain circumstances. Details of exemptions are set out in leaflet HC11, which is available on request at our pharmacy, or upon written request from the Superintendent Pharmacist at John Bell & Croyden Limited, 50-54 Wigmore Street, London, W1U 2AU.

Patients who are not exempt from prescription charges may purchase Pre-Payment Certificates for prescriptions. This means that you can pay a fixed amount in advance for all the prescriptions that you may need in a 4 month or a 12 month period. It may be worth considering the purchase of a Pre-Payment Certificate if you expect to have more than 5 prescription items in a 4 month period, or more than 15 prescription items in a 12 month period. Further details of Pre-Payment Certificates are set out in leaflet FP95, which is available on request at our pharmacy, or upon written request from the Superintendent Pharmacist at John Bell & Croyden Limited, 50-54 Wigmore Street, London, W1U 2AU.

The prescription charges that you pay are not kept by us – we pass them directly to the National Health Service. The NHS pays us a dispensing fee for each prescription item which we dispense. Current information on the dispensing fee which we receive is available upon written request from the Superintendent Pharmacist at John Bell & Croyden Limited, 50-54 Wigmore Street, London, W1U 2AU.

There may be circumstances in which some of the material in this Class cannot be released, for example because it is confidential or commercial information, or it is personal data under the Data Protection Act 1998, or because the appropriate officer designated for these purposes under the Act has taken the view that releasing the information may be prejudicial to the conduct of our affairs.

### **Class 4: Our strategies, priorities and how we make decisions**

Information about our values including our environmental and access for the disabled initiatives and our charity fundraising activities can be can be downloaded from the About Us section of the John Bell & Croyden website at [www.johnbellcroyden.co.uk](http://www.johnbellcroyden.co.uk) .

Our work with the NHS for the provision of NHS services is continually reviewed and enhanced. Information about new plans and our provision of NHS services is available on written request from the Superintendent Pharmacist at John Bell & Croyden Limited, 50-54 Wigmore Street, London, W1U 2AU.

#### **Class 5: Information about policies, prescribing and prescriptions**

Our pharmacy operates a number of standard operating procedures relating to the dispensing of prescriptions, the services which we provide and the operation of the pharmacy. Details of the policies which are in place and copies of those policies, are available on written request from the Superintendent Pharmacist at John Bell & Croyden Limited, 50-54 Wigmore Street, London, W1U 2AU.

There may be circumstances in which some of the material in this Class cannot be released, for example because it is confidential or commercial information, or it is personal data under the Data Protection Act 1998, or because the appropriate officer designated for these purposes under the Act has taken the view that releasing the information may be prejudicial to the conduct of our affairs.

We may make a charge for providing some of the information which falls within this Class (especially where the documentation you request is substantial and significant copying and/or postage costs may be involved). We will tell you the amount of the charge at the time you make the request, and it will be payable before the document in question is provided to you.

#### **Class 6: Lists and Registers**

Not held.

#### **Class 7: Regular publications and information for the public**

It is one of the requirements of the practice allowance paid to us by PCOs that John Bell & Croyden display a range of health promotion leaflets. A variety of these is available on request from our pharmacy. These are published by a variety of sources, mostly from non-public funds.

In addition, our pharmacy occasionally receives information from the relevant PCO which we make available to the public.

#### **Class 8: Complaints: policies, procedures and contacts for complaints**

John Bell & Croyden's complaints policy is available in our pharmacy in The Customer Charter Leaflet.

If you wish to make a complaint about the service provided by our pharmacy please do so in writing to the Superintendent Pharmacist at John Bell & Croyden Limited, 50-54 Wigmore Street, London, W1U 2AU or via the relevant section of the John Bell & Croyden website at [www.johnbellcroyden.co.uk](http://www.johnbellcroyden.co.uk) . Our complaints policy is in line with the NHS Pharmaceutical Services Regulations 1992 and the NHS Complaints Policy. If we cannot resolve the problem or if you prefer not to raise the complaint with us directly you may contact the appropriate PCO. Details of the specific PCO to which our pharmacy is contracted are available by contacting in writing the Superintendent Pharmacist at John Bell & Croyden Limited, 50-54 Wigmore Street, London, W1U 2AU.

### **Class 9: This Publication Scheme – Guide to Information**

In this Class we will publish any changes we make to this Guide to Information. We will also publish any proposed changes or additions to John Bell & Croyden publications already available.

Most of the information referred to in this Guide is available free of charge, but for some we may make a charge. The charges will vary according to how the information is made available and the administration involved. Charges are as follows:

- (a) **Information available via the John Bell & Croyden website at [www.johnbellcroyden.co.uk](http://www.johnbellcroyden.co.uk)** – this can be downloaded free of charge, although you will be responsible for meeting any charges relating to your access to the internet, including the charges of your Internet Service Provider, any telecommunications charges and your personal printing costs.
- (b) **Information available in hard copy format on request from the Superintendent Pharmacist at John Bell & Croyden Limited, 50-54 Wigmore Street, London, W1U 2AU** - most of this information is available free of charge. However, requests for multiple printouts, copies of substantial documentation, or for archived copies of documents, which are no longer accessible or available on the web, will attract a charge for retrieval, photocopying, printing, postage etc. We will let you know the cost and charges that will have to be paid in advance. We will not provide printouts of other organisations' websites.
- (b) **Leaflets and brochures** - leaflets and brochures on, for example, services we offer to the public are available free of charge from our pharmacy.

If a charge is payable, we will tell you the amount of the charge at the time you make the request, and it will be payable before the document in question is provided to you.

The charges which we make under this Guide will be reviewed regularly.

### **Useful resources**

Web sites:

[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk) This is the Information Commissioner website

[www.lcd.gov.uk](http://www.lcd.gov.uk) This is the Lord Chancellor's Department website

[www.foi.nhs.uk](http://www.foi.nhs.uk) This is the NHS Freedom of Information website

Primary Care Trust web site (NATPact) [www.natpact.nhs.uk](http://www.natpact.nhs.uk)

### **Publications**

- NHS Openness Code [www.doh.gov.uk/nhsexec/codemain.htm](http://www.doh.gov.uk/nhsexec/codemain.htm)
- FOI Act 2000 [www.legislation.hmso.gov.uk/acts2000/2000036.htm](http://www.legislation.hmso.gov.uk/acts2000/2000036.htm)
- FOI Act 2000 explanatory notes  
[www.legislation.hmso.gov.uk/acts/en/2000en36.htm](http://www.legislation.hmso.gov.uk/acts/en/2000en36.htm)
- Code of Practice under section 45 FOI Act 2000 [www.lcd.gov.uk](http://www.lcd.gov.uk)
- Code of Practice under Section 46 FOI Act 2000 [www.lcd.gov.uk](http://www.lcd.gov.uk)

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