

## **Guide to Information provided by PCT Healthcare Ltd 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 principal that all public authorities need to recognise 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 model publication scheme itself is available for download at: [http://www.ico.gov.uk/Home/what we cover/freedom of information/publication schemes/download model publication\\_scheme.aspx](http://www.ico.gov.uk/Home/what we cover/freedom of information/publication schemes/download model publication_scheme.aspx)
- a guide is provided below indicating what information will be provided, how it will be provided and whether any charge will be made for its provision.

## Information available from PCT Healthcare Ltd (trading as Tims & Parker and Peak Pharmacy) 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.

Information to be published	How the information can be obtained	Cost
<b>Who we are and what we do</b>		
Company or pharmacy background	Online from <a href="http://www.pcthealthcare.com">www.pcthealthcare.com</a>	FREE
Contact details for the pharmacy	Online from <a href="http://www.pcthealthcare.com">www.pcthealthcare.com</a> Practice leaflet from the pharmacy	FREE
Details of those providing NHS funded services	Online from <a href="http://www.pcthealthcare.com">www.pcthealthcare.com</a>	FREE
Opening hours	Practice leaflet from the pharmacy Online from <a href="http://www.pcthealthcare.com">www.pcthealthcare.com</a>	FREE
<b>What we spend and how we spend it</b>	Practice leaflet from the pharmacy The prescription charge is set annually by the Department of Health. Some patients can get free prescriptions under certain circumstances – please ask for leaflet HC11 (also see <a href="http://www.dh.gov.uk/en/Healthcare/Medicinespharmacyandindustry/Prescriptions/NHScosts/index.htm">http://www.dh.gov.uk/en/Healthcare/Medicinespharmacyandindustry/Prescriptions/NHScosts/index.htm</a> for current fees and further information). Anyone who has to pay could save money with a pre-payment certificate (PPC). You can call 0845 850 0030 to buy one over the phone or to get more details (or see <a href="http://www.nhsbsa.nhs.uk/1127.aspx">http://www.nhsbsa.nhs.uk/1127.aspx</a> for more information and current prices)	FREE

	<p>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.</p> <p>The NHS pays us a dispensing fee for each prescription item which we dispense. Current information on the dispensing fee which we receive can be found in the Drug Tariff, available from the Stationary Office. The Prescription Pricing Authority (<a href="http://www.ppa.nhs.uk">www.ppa.nhs.uk</a>) produces the Drug Tariff monthly. (See also <a href="http://www.psnc.org.uk/">http://www.psnc.org.uk/</a> ).</p> <p>Some information in this class may not be released because it is confidential or commercial information or its release may be prejudicial to the conduct of the pharmacy's affair.</p>	
<p><b>What our priorities are and how we are doing</b></p> <p>Plans for the development and provision of NHS services</p>	<p>Information relating to inspections carried out by the Primary Care Trust can be obtained directly from them. The contact details are on the pharmacy practice leaflet.</p> <p>Some information in this class may not be released because it is confidential or commercial information or its release may be prejudicial to the conduct of the pharmacy's affair.</p> <p>Contact the Superintendent Pharmacist, 11 Manchester Road, Walkden, Manchester M28 3NS; 0161 703 3757; <a href="mailto:superoffice@pcthealthcare.com">superoffice@pcthealthcare.com</a></p>	<p>£10 (MAX)</p>

<p>Audit of NHS income</p>	<p>Information in this class may not be released because it is confidential or commercial information or its release may be prejudicial to the conduct of the pharmacy's affair.</p> <p>Contact the Superintendent Pharmacist, 11 Manchester Road, Walkden, Manchester M28 3NS; 0161 703 3757; <a href="mailto:superoffice@pcthealthcare.com">superoffice@pcthealthcare.com</a></p>	<p>£10 (MAX)</p>
<p><b>How we make decisions</b></p>		
<p>Records of decisions made in the firm affecting the provision of NHS services</p>	<p>Contact the Superintendent Pharmacist, 11 Manchester Road, Walkden, Manchester M28 3NS; 0161 703 3757; <a href="mailto:superoffice@pcthealthcare.com">superoffice@pcthealthcare.com</a></p> <p>Some information in this class may not be released because it is confidential or commercial information or its release may be prejudicial to the conduct of the pharmacy's affair.</p>	<p>FREE</p>
<p><b>Our policies and procedures</b></p>		
<p>Equality and diversity policy</p>	<p>Contact the Superintendent Pharmacist, 11 Manchester Road, Walkden, Manchester M28 3NS; 0161 703 3757; <a href="mailto:superoffice@pcthealthcare.com">superoffice@pcthealthcare.com</a></p>	<p>FREE</p>
<p>Health and safety policy</p>	<p><b>Contact the Operations Department</b>  Peak Warehouse  Sycamore House, Smeckley Wood Close  Sheepbridge Trading Estate  Chesterfield, S41 9PZ      01246 450470</p>	<p>FREE</p>

<p>Complaints procedures (including those covering requests for information and operating the publication scheme)</p>	<p>PCT Healthcare Ltd (t/a Tims and Parker and Peak Pharmacy) complies with the NHS policy for complaints. Details of how to complain are published on the Practice leaflet for the pharmacy.</p> <p>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 Primary Care Trust or the Superintendent Pharmacist, 11 Manchester Road, Walkden, Manchester M28 3NS; 0161 703 3757; <a href="mailto:superoffice@pcthealthcare.com">superoffice@pcthealthcare.com</a></p>	<p>FREE</p>
<p>Records management policies (records retention, destruction and archive)</p>	<p>Our pharmacies comply with the NHS code of practice on confidentiality, for more details Contact the Superintendent Pharmacist, 11 Manchester Road, Walkden, Manchester M28 3NS; 0161 703 3757; <a href="mailto:superoffice@pcthealthcare.com">superoffice@pcthealthcare.com</a></p>	<p>FREE</p>
<p>Data protection policies</p>	<p>We are registered under the Data Protection Act and abide by the Data Protection Act principles.</p> <hr/> <p>Our Registration Number: Z6273343</p>	<p>FREE</p>
<p>Policies and procedures for handling requests for information</p>	<p>Contact the Superintendent Pharmacist, 11 Manchester Road, Walkden, Manchester M28 3NS; 0161 703 3757; <a href="mailto:superoffice@pcthealthcare.com">superoffice@pcthealthcare.com</a></p>	<p>FREE</p>

<p><b>Lists and Registers</b></p>			FREE
<p>Register of Pharmacists and Technicians</p>		www.rpsgb.org	
<p><b>The services we offer</b></p>			
<p>The services provided under contract to the NHS</p>	<ul style="list-style-type: none"> <li>- dispensing of drugs, medicines and Drug Tariff listed appliances</li> <li>- patient medication records</li> <li>- prescription collection services</li> <li>- EPS</li> <li>- services to care homes</li> <li>- syringe and needle exchange schemes</li> <li>- minor ailments schemes</li> <li>- repeat dispensing schemes</li> <li>- PGDs</li> <li>- disposal of unwanted medicines</li> <li>- advice from the pharmacist</li> <li>- prescription collection and delivery service</li> <li>- emergency supplies</li> <li>- smoking cessation support</li> <li>- provision of emergency hormonal contraception</li> </ul> <p>All services may not be available from every branch. Please consult the practice leaflet for the branch or speak to the pharmacist in charge.</p>		FREE
<p>Charges for services</p>		Some services are provided free of charge, other NHS services attract a prescription charge as described earlier.	FREE
<p>Information leaflets</p>		A practice leaflet is available at all our pharmacies. A selection of health related leaflets are available free of charge. We provide information for health campaigns promoted by the Primary Care Trust.	FREE