

Gateway number 07635

PHARMACY PRACTICE LEAFLET

The below outlines the requirements to fulfil paragraph 28(2)(a)(i) of Schedule 4 part 4 to the National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013 (as amended).

Approved Particulars

The practice leaflet must include the following:

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. A list or description of NHS services available at the pharmacy (including advanced, but not necessarily enhanced or other locally commissioned services);
5. Access arrangements for disabled customers, including adjustments to premises or services which may be offered to patients with a disability;
6. NHS 111 details as follows: “When the pharmacy is closed, if you urgently need medical help or advice, but it’s not a life-threatening situation, contact NHS 111, by calling 111. Information can also be accessed at www.nhs.uk”;
7. A statement that the pharmacy is not obliged to serve violent or abusive customers;
8. A statement that the pharmacy complies with the Data Protection Act and the NHS code on confidentiality;
9. Details of how to find out more about services offered, comment on those services, or make a complaint;
10. Contact details of NHS England (NHS England, PO Box 16738, Redditch, B97 9PT / england.contactus@nhs.net); and
11. The leaflet may refer to healthcare-related non-NHS services provided by the pharmacy, but if it does so, it must be under a separate heading “Other services we provide”.

The leaflet must be printed using a plain font in minimum size 12 pt, with sufficient contrast between print and background colour.

The leaflet must be branded with the NHS primary care logo (which is made up of two elements – the NHS logo and a descriptor line ‘Providing NHS services’), ideally in the top 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 primary care, available at: <https://www.england.nhs.uk/nhsidentity/identity-guidelines/primary-care-logo/> . A pharmacy/practice logo may be used as well, if the pharmacy has one.

The effective date for these approved particulars is 31 July 2018.