

Information available from Britannia 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 and/or to other public sector organisations.

Information to be published	How the information can be obtained	Cost
Class 1 - Who we are and what we do		
Pharmacy background	Website	FOC
Contact details for the pharmacy	Website	FOC
Details of those providing NHS-funded services and services funded by other public authorities in the firm or pharmacy	Website	FOC
Opening hours	Website	FOC

Class 2 – What we spend and how we spend it		
Information in this class will be published only where it does not and is not likely to adversely affect the commercial position of Britannia Pharmacy.	Available on request to the Pharmacy Superintendent	£10
Class 3 – What our priorities are and how we are doing		
Plans for the development and provision of NHS and other public sector services	Available on request to the Pharmacy Superintendent	£10
Inspection reports by regulators, or links to the reports	Published at https://www.pharmacyregulation.org/	FOC when available
Audit of NHS and other public sector income (outline only)	Not available	
Class 4 – How we make decisions		
Records of decisions made in the business affecting the provision of NHS and other public sector services.	Available on request to the Pharmacy Superintendent	£10

Class 5 – Our policies and procedures		
Policies and procedures about customer service	Available on request to the Pharmacy Superintendent	£10
Internal instructions to staff and policies relating to the delivery of services	Available on request to the Pharmacy Superintendent	£10
Policies and procedures about recruitment and employment of staff	Website	FOC
Equality and diversity policy	Available on request to the Pharmacy Superintendent	£10
Health and safety policy	Available on request to the Pharmacy Superintendent	£10
Complaints procedures (including those covering requests for information and operating the publication scheme)	Website	FOC
Records management policies (records retention, destruction and archive)	Available on request to the Pharmacy Superintendent	£10
Confidentiality and data protection policies	Available on request to the Pharmacy Superintendent	£10
Policies and procedures for handling requests for information	Website	FOC

Class 6 – Lists and Registers		
Currently maintained lists and registers only	https://www.pharmacyregulation.org/	FOC
Class 7 – The services we offer		
The services provided under contract to the NHS and to other public authorities	Website	FOC
Charges for any of these services	https://www.nhs.uk/	FOC
Information leaflets	Individual branches	FOC
Out of hours arrangements	https://www.nhs.uk/	FOC