

Gateway number 9882

CLINICAL GOVERNANCE SYSTEM ACCEPTABLE TO THE SECRETARY OF STATE: PHARMACY PRACTICE LEAFLET

The National Health Service (Pharmaceutical Regulations) 2005 Schedule 1 Paragraph 26(2)(a)(i)¹, contain *“a requirement that the pharmacist should produce in an approved manner, a practice leaflet containing approved particulars in respect of his pharmacy”*. The ‘approved particulars’ pharmacy practice leaflets are required to contain are set out below:

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. 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
- 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.

¹ Incorporating SI 683/2008

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 at: www.nhsidentity.nhs.uk

A pharmacy/practice logo may be used as well, if the pharmacy has one.